

Set	Items	Description
S1	1	AU=(THRASH J? OR THRASH, J?)
S2	3702864	AD OR ADS OR ADVERT?
S3	6705	VXML OR VOICE() (PORTAL? ? OR BROWSER? ? OR EXTENSIBLE OR X- ML)
	943189	AUDIO OR TEXT(3N)SPEECH OR (VOICE OR SPEECH) (3N)RECOGNI?
S5	3333488	CONTENT? ? OR DOCUMENT?
S6	9581045	WEB? OR SERVER? ? OR INTERNET OR WIRELESS OR WIRE()LESS OR TELEPHONE? ? OR PHONE? ? OR CELLPHONE? ?
S7	200	S2(25N)S3
S8	1872	S3(25N)S4
S9	1250	S8(25N)S6
S10	39	S9(30N)S2
S11	196	S7 AND (S4 OR S5 OR S6)
S12	201	S10 OR S11
S13	131	S12 NOT PY>2000
S14	80	S13 NOT PD=20000810:20041202
S15	39	RD (unique items)

? show file

File 88:Gale Group Business A.R.T.S. 1976-2004/Nov 30
(c) 2004 The Gale Group

File 369:New Scientist 1994-2004/Nov W3
(c) 2004 Reed Business Information Ltd.

File 160:Gale Group PROMT(R) 1972-1989
(c) 1999 The Gale Group

File 635:Business Dateline(R) 1985-2004/Dec 01
(c) 2004 ProQuest Info&Learning

File 15:ABI/Inform(R) 1971-2004/Dec 01
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File 16:Gale Group PROMT(R) 1990-2004/Dec 02
(c) 2004 The Gale Group

File 9:Business & Industry(R) Jul/1994-2004/Dec 01
(c) 2004 The Gale Group

File 13:BAMP 2004/Nov W2
(c) 2004 The Gale Group

File 810:Business Wire 1986-1999/Feb 28
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(c) 2004 Business Wire.

File 647:CMP Computer Fulltext 1988-2004/Nov W3
(c) 2004 CMP Media, LLC

File 98:General Sci Abs/Full-Text 1984-2004/Sep
(c) 2004 The HW Wilson Co.

File 148:Gale Group Trade & Industry DB 1976-2004/Dec 02
(c)2004 The Gale Group

File 634:San Jose Mercury Jun 1985-2004/Dec 01
(c) 2004 San Jose Mercury News

File 275:Gale Group Computer DB(TM) 1983-2004/Dec 02
(c) 2004 The Gale Group

15/3,K/1 (Item 1 from file: 88)
DIALOG(R)File 88:Gale Group Business A.R.T.S.
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05448572 SUPPLIER NUMBER: 62858842
Operator! Get me the Web . . . and a hot pizza. (Brief Article)
Perry, Joellen
U.S. News & World Report, 128, 25, 71
June 26, 2000
DOCUMENT TYPE: Brief Article ISSN: 0041-5537 LANGUAGE: English
RECORD TYPE: Fulltext
WORD COUNT: 627 LINE COUNT: 00052

Operator! Get me the Web . . . and a hot pizza. (Brief Article)

TEXT:

Nearly every day, Louise Valente, 36, calls the **Internet** for a quick chat. From a park near her Palo Alto, Calif., home where she...

...her two young sons to play, Valente barks commands like "News" or "Weather" into her **cellphone**. And the **phone**, using a service provided by Tellme Networks, culls the data from the **Web** and then reads it back to her. In April, Valente dialed Tellme's toll-free...

The plain old **telephone**, without high-tech parts or extra wiring, is making a comeback. But it returns as the **Web**'s handmaiden. Recently, some 20 voice portals have been launched, giving users voice-activated access to the **Internet** from **wireless**, land-line, and even pay **phones**. Most--including Tellme, BeVocal, and Quack.com--offer instant-gratification data like traffic reports, stock...

...TelSurf Networks, coming to the public this fall, will read you your E-mail. Most **voice portal** services are free; they reap revenue from **ads** that play before listeners get the information they want. Others, like the soon-to-launch Talk2.com, are partnering with **wireless** companies, which offer the extra services to enhance their **cellphone** packages.

The potential payoff for capturing users' ears is huge. While nearly 40 percent of U.S. households have **Internet** access, 96 percent have **phones**, according to Wilkofsky Gruen Associates, a New York consulting firm. And by 2004, 1.32 billion people worldwide will be able to get online using a **wireless phone**, according to research firm International Data Corp. "Over time, we'll retrieve information more with our voices than with our PCs," observes Mark Plakias, vice president of voice and **wireless** commerce at the Kelsey Group, a research firm in Princeton, N.J.

Picky portals. The...
...choose "pizza" from a list of cuisines that includes Chinese, German, and Thai. Using a **Web**-based restaurant database, Tellme can even retrieve eateries that don't have **Web** pages of their own. The service found all six pizza parlors near Doylestown, Pa., my...

...I said "connect," it automatically dialed Villa Capri, my favorite.

The services also can unearth **Web** data that would otherwise be inaccessible. By using BeVocal's airline service, for instance, I...

...DESCRIPTORS: **Internet** service providers
NAICS CODES: 33421 **Telephone** Apparatus Manufacturing

15/3,K/2 (Item 1 from file: 635)
DIALOG(R)File 635:Business Dateline(R)
(c) 2004 ProQuest Info&Learning. All rts. reserv.

2063526 52953471

Tellme brings together former adversaries

Rodriguez, Karen

Business Journal v17n53 p1

Apr 14, 2000

WORD COUNT: 771

DATELINE: San Jose California

TEXT:

The **Internet** has created some strange bedfellows. Once fierce foes in the **Internet** browser wars, former managers of Netscape Communications Inc. and Microsoft Corp. have teamed on a...

...to gain wide customer reach.

The venture---called Tellme Networks---marries the ubiquity of the **telephone** with the low-cost efficiency of the **Internet**. It was so attractive it drew seed funding and

...and a Microsoft executive, Brad Silverberg. These heavyweights went head to head in developing an **Internet** strategy to compete and ultimately win in the competitive **Internet** browser wars. But now they've aligned and plan to help lead Mountain View-based...

...fairly simple: To draw masses to its toll-free service that lets people use the **telephone** to

retrieve information on restaurants, airlines, news, traffic, weather conditions and stock quotes posted on the **Internet**.

"We can put a man on the moon but I still can't get my...

...A growing field

The move comes as numerous companies are introducing services that combine the **phone** with the **Web** for customers who aren't pinned to their PC.

This new **voice portal** market is estimated to reach \$11 billion in revenue by 2005, based on revenue from **advertising**, financial transactions, technology and services, according to market research firm. Kelsey Group in Princeton, N...
...adopting the success of Yahoo Inc.

Tellme differentiates itself by its heavy interest in using **wireless** devices and networks for its voice and **Internet** services. Board member Mr. Silverberg, who left Microsoft last year to help found the highprofile investment firm Ignition Inc., will use Tellme as a staple company for its **wireless Internet** focus.

Mr. Barksdale also has a background in **wireless**.

Before joining Netscape, he had been CEO of McCaw, a cellular network service that was...

...directing customers to specific businesses such as equipment manufacturers, and offering value-add services for **Internet** firms such as eTrade Group Inc., said Quincy Smith, a partner with the Barksdale Group...

...year-old's second startup, while he was snowboarding and wanted to use his cell **phone** to check stock quotes and catch updates on the Microsoft antitrust trial.

Meanwhile, he was...
...Microsoft, who often flew to Washington to testify for the software giant. Mr. Partovi's **Internet Explorer** team at Microsoft and Mr. McCue's Netscape Communicator team locked horns in the...

...DESCRIPTORS: Computer **telephone** integration

15/3,K/3 (Item 2 from file: 635)
DIALOG(R)File 635:Business Dateline(R)
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2028966 48076567

ATLANTA TECH: BellSouth's free phone service mimics Net
Kanell, Michael E
Atlanta Constitution pD; 1
Jan 19, 2000
WORD COUNT: 481

ATLANTA TECH: BellSouth's free phone service mimics Net

TEXT:

...restaurant information, all for free.

"Info By Voice," a local call in metro Atlanta, uses **speech - recognition** technology to make the same Yellow Pages listings that are accessible via the **Internet** available by **phone** --- without the need to punch the keypad. The service is intended to take advantage of...

...can get that, too," said BellSouth spokeswoman Layla Silva.

"We are getting people to our **Internet** information, but they are getting it by **phone**."

For example, the service includes roughly 8,000 restaurant listings in metro Atlanta. A caller...

...partner in 511 until Dec. 31.

BellSouth sees "Info By Voice" as part of its **Internet** business. It will generate some revenue from businesses that pay extra to have more information...

...about themselves but, more importantly, callers will be counted as visitors, Silva said.

"On the **Internet**, traffic is king, and we are creating 'hits' through our **voice portal**. If you generate traffic, you can increase your **ad** rates for online service."

The speech technology used in the service comes from Boston-based...

15/3,K/4 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

07598649 Supplier Number: 63606931 (USE FORMAT 7 FOR FULLTEXT)
**Listen Up! Hear E-Mail and Web Information by Phone .(voice
portals)(Company Business and Marketing)**
Lockey, Mick
PC World, v18, n8, p54
August, 2000
Language: English Record Type: Fulltext Abstract
Document Type: Magazine/Journal; General Trade
Word Count: 727

(USE FORMAT 7 FOR FULLTEXT)
**Listen Up! Hear E-Mail and Web Information by Phone .(voice
portals)(Company Business and Marketing)**

ABSTRACT:

...usually. Voice portals are a new type of service that allow users to use a **phone** and a voice to retrieve online information. Of the three services tested, Quack.com is...

...less voice interactive than Quack.com. The trial version of Tellme showed more trouble with **speech recognition** than the others.

...
TEXT:

...your PC. With a new type of service called voice portals, you can use a **phone** and your voice to retrieve up-to-date traffic and weather reports, financial news, stock...

...The services may appeal to business travelers and people who already depend heavily on cell **phones** for convenience.

You have little to lose by trying **voice portals**, since they are free. (The companies make their money by playing short, unobtrusive **ads**.) The business idea has promise, says International Data Corporation analyst Dana Thorat, who predicts that...

...of Tellme--to see how they measure up. My verdict: The services work--usually. When **speech recognition** errors intrude (and some of those mistakes can be gross), it's frustrating. Due to the limits of cell **phone** coverage, your call sometimes ends unexpectedly. And of course, voice portals can't give you the breadth of the **Web**: Instead of surfing, you're choosing from the bits of data that the companies choose...

...information in six basic categories: stocks, weather, traffic, sports, movies, and restaurants. Registration at the **Web** site is simple; you can also sign up for information specific to your locale. For...

...conditions in a particular city where you'll be traveling. When you're on the **phone** with Quack.com, it expands searches as you answer questions posed by an amiable automated host.

But not everything is just ducky. Today's **voice recognition** technology gets you only so far. When I tried the traffic feature in and around...

...use its email, weather, and business news capabilities, all configured on a personalized My Shoutmail **Web** page. Shoutmail is less voice interactive than Quack.com; instead, you mostly scroll through menus and select information with the **phone**'s keypad. That means you won't be repeating phrases over and over-but it...

...allows you to retrieve messages from your personal or office e-mail account using any **phone**, including a **Web**-enabled cell **phone**. (You can also set up an &mail account with Shoutmail.) E-mail delivery worked well

...

...you to its reservation number. This worked flawlessly each time I tried it. Tellme's **Phone** Booth feature grants you free 2-minute **phone** calls from your cellular or regular **phone**. That's a nice money-saver for quick cell **phone** calls.

I tested a trial version of Tellme; the final version is expected to launch by late July or early August. Overall, it had more trouble with **speech recognition** than the other portals did. For instance, it took me a few redials to access...

...rarely understood my words, or it misinterpreted them altogether. However, keep in mind that its **speech recognition** may improve with the final version. According to a Tellme representative, future versions will work...

15/3,K/5 (Item 2 from file: 16)

DIALOG(R) File 16:Gale Group PROMT(R)

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07576374 Supplier Number: 63504047 (USE FORMAT 7 FOR FULLTEXT)

PR Newswire High Technology Summary (Part 1) Monday, July 17, 2000.

PR Newswire, pNA

July 17, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 4156

... 02:00 r f bc-QXL.com-Coca-Cola

(LONDON) Coca-Cola & QXL.com Bring **Internet** Auctions to Millions

LNM002 07/17/2000 03:00 r f bc-IPTC-Launches-NewsML...

...bc-CA-Kanakaris-WEAR(TM)

(HOLLYWOOD) World Responds to WEAR(TM) Association Formation as Kanakaris

Wireless Steps Up Plans for Movie, Music and Book Wear **Content**

CGM013 07/17/2000 05:00 r f bc-NY-aluminum.com-VP's

(NEW...

...DAM025 07/17/2000 05:00 r f bc-TX-iVG-traded-on-OTC

(HOUSTON) **Internet** Venture Group Started Trading July 14th

LAM062 07/17/2000 05:00 r f bc...

...05:30 r f bc-WA-InfoSpace-Unicom

(BELLEVUE) Unicom Media Selects InfoSpace to Provide **Wireless** and Wireline Infrastructure Services for the Chinese Market

HSRSTR02 07/17/2000 05:32 r...

...07/17/2000 05:36 r f bc-Agency-Roster-NEC

(WESTLAKE VILLAGE) NEC Systems **Internet** Business Solutions Selects MS&L

Global Technology For Full-Scale Public Relations Campaign

HSRSTR07 07...

...r f bc-CA-Mercury-VitaminShp

(SUNNYVALE) VitaminShoppe.com Utilizes Mercury Interactive Tools for Healthy **Web** Site

SFM084 07/17/2000 06:00 r f bc-WA-RealNetworks-MPLAY

(SUNNYVALE) RealNetworks...

"Information in Motion" to Motorists
HSM031 07/17/2000 08:29 r f...

...bc-NY-Kliks.com-agrees.
(NEW YORK) Ambient's Affiliate Kliks.com Signs Exclusive Screen
Phone Distribution Agreement with CPS Europe
CGM004 07/17/2000 08:30 r f bc-IL...

...Efficient Networks Invites You to Join Its Q4 (Fiscal
2000) Earnings Conference Call on the **Web**
DAM007 07/17/2000 08:30 r f bc-TX-HI-Tyler-Technlgs
(DALLAS) Tyler...

15/3,K/6 (Item 3 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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07575617 Supplier Number: 63494191 (USE FORMAT 7 FOR FULLTEXT)
**BeVocal Launches Advertising Campaign for Free Consumer Voice Portal
Service.**
PR Newswire, p9706
July 17, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 766

**BeVocal Launches Advertising Campaign for Free Consumer Voice Portal
Service.**

... a consumer voice portal pioneer that aims to make the widest
variety of voice-enabled **content**, commerce, communications and customer
service applications accessible from any **phone**, today launched its first
advertising campaign, to appear in San Francisco, Detroit and Dallas.
Innovative **ads** featuring BeVocal's theme of "The Answer is in Your **Phone**
(TM)" introduce consumers to BeVocal's free consumer **voice portal**
service. As detailed in a separate announcement also issued today, BeVocal
has now made its...

...Detroit, Dallas are among the highest ranking metros in the U.S. in
terms of **wireless phone** penetration, **Internet** use, and online
purchases. BeVocal focused its campaign on these three regions based on the
...

...demand there. The San Francisco Bay Area is the nexus of the global
telecommunications and **Internet** industries and is the home market of
BeVocal. Detroit is the headquarters of the American...

...value in being able to access BeVocal's driving directions and other
services from any **phone**, simply by speaking."

BeVocal's Consumer Services

On June 13, 2000, BeVocal introduced its free...

...integrating valuable location-specific services under a single,
convenient, toll-free number, accessible from any **phone**, **wireless** or
landline. The BeVocal services currently available are just the first of
many that the...

...a consumer voice portal pioneer that aims to make the widest variety of
voice-enabled **content**, commerce, communications and customer service
applications accessible from any **phone**, simply by speaking. By dialing

800-4BVOCAL (800-428-6225), callers nationwide can immediately access...

15/3,K/7 (Item 4 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2004 The Gale Group. All rts. reserv.

07530321 Supplier Number: 62902482 (USE FORMAT 7 FOR FULLTEXT)
BeVocal launches voice portal.(Company Business and Marketing)
Spring, Tom
Network World, pNA
June 19, 2000
Language: English Record Type: Fulltext
Document Type: Tabloid; Trade
Word Count: 504

(USE FORMAT 7 FOR FULLTEXT)
TEXT:

The **Web** is getting louder, with another voice joining the growing chorus of sites you can surf by **telephone** . </p>

BeVocal launched a service this week that connects you by **phone** to real-time stock quotes, local weather, traffic reports, airline information, and point-to-point directions. It is the latest company to join the verbal **Web** fray. Each service provider does it differently, but essentially all mix **speech recognition** technology, prerecorded **voice** responses, and **text -to- speech** technology to find and dispense information without human help. </p>

BeVocal is one of the...
...2005, according to Mark Plakias, a vice president of the market research firm Kelsey Group. **Voice** portals make money on transaction fees, **advertising** , and hosting third-party **voice portals** . </p>

The primary goal of such services is to give cellular **phone** users access to real-time information with minimal hassle. But voice portals can also be an easy-to-use tool for anyone who wants access to **Internet content** . </p>

Be Vocal With BeVocal

The BeVocal service costs nothing. To access it, you call...

...work well, it's magic. When they don't, it is the equivalent of the **Internet** 's worldwide wait," Plakias says. </p>

During an informal review, the service **recognized** my **voice** without any training about 90 percent of the time. Time delays between requests and answers...

15/3,K/8 (Item 5 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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07488622 Supplier Number: 62872156 (USE FORMAT 7 FOR FULLTEXT)
Upside's Digital Living Room Recognizes BeVocal With Best of Show Award.
PR Newswire, p5408
June 22, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 700

... a consumer voice portal pioneer that aims to make the widest variety of voice-enabled **content** , commerce, communications and customer service applications accessible from any **phone** , today announced that it

was awarded "Best of Show" in the voice products and services...

...the first voice portal company to deliver personalized information and services to consumers via WAP (**Wireless** Access Protocol) **phones** . The company, which already gives consumers the option of receiving information via voice or email, is the only voice portal to also deliver **content** via WAP-enabled devices, with support for fax and text paging to be made available...

...people to call up, ask for driving directions, and have them conveniently displayed on their **wireless Web phone** . We're thrilled that BeVocal has once again been recognized and selected as a winner...

...a consumer V-services pioneer that aims to make the widest variety of voice-enabled **content** , commerce, communications and customer service applications accessible from any **phone** , simply by speaking. Millions of callers can dial BeVocal's nationwide toll-free number, 800...

...that allows third-party developers and companies to rapidly build and deploy their own consumer **voice portal** services. BeVocal's comprehensive hosting infrastructure facilitates voice-commerce transactions, service personalization, location-specific targeted **advertising** , secure voiceprint verification, and information delivery via voice, WAP, fax, email, and text paging. BeVocal...

15/3,K/9 (Item 6 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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07471312 Supplier Number: 62813373 (USE FORMAT 7 FOR FULLTEXT)

BeVocal First Voice Portal to Introduce WAP Services; Consumers Can Now Receive Personalized Driving Directions and Other Services on WAP-Enabled Phones .

Business Wire, p2967

June 19, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 581

...WAP Services; Consumers Can Now Receive Personalized Driving Directions and Other Services on WAP-Enabled Phones .

... a consumer voice portal pioneer that aims to make the widest variety of voice-enabled **content** , commerce, communications and customer service applications accessible from any **phone** , today announced that it can now deliver personalized information and services to consumers via WAP (**Wireless** Access Protocol) **phones** .

BeVocal, which already gives consumers the option of receiving information via voice or email, is the only voice portal to also deliver **content** via WAP-enabled devices, with support for fax and text paging to be made available...

...it delivered. For example, callers can ask for driving directions, connect to BeVocal's WAP **server** at www.bevocal.com, and then read the turn-by-turn directions on their WAP **phone** . BeVocal will preview this new capability at Upside Events' Digital Living Room, an exclusive conference ...

...a consumer V-services pioneer that aims to make the widest variety of voice-enabled **content** , commerce, communications and customer service applications accessible from any **phone** , simply by speaking. Millions of

callers can dial BeVocal's nationwide toll-free number, 1...

...that allows third-party developers and companies to rapidly build and deploy their own consumer **voice portal** services. BeVocal's comprehensive hosting infrastructure facilitates voice-commerce transactions, service personalization, location-specific targeted **advertising**, secure voiceprint verification, and information delivery via voice, WAP, fax, email, and text paging. BeVocal...

15/3,K/10 (Item 7 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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07456121 Supplier Number: 62699534 (USE FORMAT 7 FOR FULLTEXT)
BeVocal Launches Free Consumer Voice Portal Available From Any Phone .
PR Newswire, pNA
June 13, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 843

BeVocal Launches Free Consumer Voice Portal Available From Any Phone .
... a consumer voice portal pioneer that aims to make the widest variety of voice-enabled **content**, commerce, communications and customer service applications accessible from any **phone**, today announced the availability of its free services for consumers. By dialing 800-4-BVOCAL...

...also access weather, traffic and stock information through BeVocal's toll-free number. With one **phone** call, travelers can learn of flight cancellations or delays, receive traffic updates for the trip...

...their location or destination, BeVocal is the only consumer voice portal that can also deliver **content** via voice or email, with support for WAP, fax and text paging to be offered later this summer.

Mark Plakias, Vice President of Voice & **Wireless** Commerce at The Kelsey Group, stated, "This is a widely-anticipated event in the evolution ...

...the lives of busy people. Callers can access BeVocal's toll-free number through any **telephone** -- mobile or landline -- without needing to purchase additional equipment, computer devices or software. Using BeVocal ...

...to introduce. BeVocal will continue to expand its services and enable consumers to access useful **content**, conduct transactions, instantly communicate, and obtain customer service -- all via the **telephone**.

BeVocal's offering includes:

-- Travel Information -- up-to-the-minute flight schedules across all major...

...to creating the most advanced location-relevant speech application ever deployed, BeVocal has combined the **telephone** and **voice recognition** technology to bring a wide and growing range of valuable services directly to consumers on...

...transaction fees and hosting fees for supporting these services. Businesses that want to have their **content** or services voice-enabled can contact BeVocal at info@bevocal.com.

About BeVocal, Inc.

Based...

...a consumer V-services pioneer that aims to make the widest variety of voice-enabled **content**, commerce, communications and customer service applications accessible from any **phone**, simply by speaking. Millions of callers can dial BeVocal's nationwide toll-free number and...

...that allows third-party developers and companies to rapidly build and deploy their own consumer **voice portal** services. BeVocal's comprehensive hosting infrastructure facilitates voice-commerce transactions, service personalization, location-specific targeted **advertising**, secure voiceprint verification, and information delivery via voice, WAP, fax, email, and text paging. BeVocal...

15/3/K/11 (Item 8 from file: 16)
DIALOG(R) File 16:Gale Group PROMT(R)
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07446511 Supplier Number: 62389291 (USE FORMAT 7 FOR FULLTEXT)
Lycos to Launch the Voice-Accessed Internet ; Quack.com Provides Infrastructure and Support for New Voice Portal.(Company Business and Marketing)
Cambridge Telecom Report, pNA
May 29, 2000
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 875

(USE FORMAT 7 FOR FULLTEXT)
Lycos to Launch the Voice-Accessed Internet ; Quack.com Provides Infrastructure and Support for New Voice Portal.(Company Business and Marketing)

TEXT:

Lycos, Inc. (NASDAQ:LCOS), the **Internet**'s leading multibrand network, and Quack.com, a pioneer in voice-based delivery of **Web content**, announced an agreement to launch the first voice-accessed destination that delivers the **content** and services of a major **Internet** portal. The new voice portal will provide **telephone** users anywhere with free access to **Web content** and services simply by dialing a toll free number and speaking. Users will be able...

...prices, weather, movie listings and most everything else they have come to rely on the **Web** for - all from a **phone**, regardless of whether a home **phone**, cellular **phone**, or pay **phone**.

The new service will be powered by Quack.com's voice-to- **Internet** technology that guides users to information from the Lycos Network of **Web** sites. Users will have the option to develop a customized **Web** profile using the My Lycos personalization platform, so that they can more rapidly access the...

...for 3rd quarter, 2000.

"This new voice portal will revolutionize access to all the great **content** of the Lycos Network and from across the **Web** - anytime anywhere," said Ron Sege, executive vice president of Lycos. "With Quack.com's industry-leading technology, and Lycos **content**, together we'll allow anyone to "Go get it" from wherever they are."

The new Lycos voice portal has the added benefit of bringing the **Web** to many groups which have had very limited access to it until now. The new ...

...digital divide" which many cite as preventing those who cannot afford computers from accessing the **Web**. Sight-impaired **Web** users can also benefit from the **audio**-based navigation services, eliminating the need for expensive dedicated visual-to-**audio** translation equipment.

"We are excited that Quack's patent-pending voice-to-**Web** technology will enable Lycos to provide millions of users with fast, easy access to the **Web** from any **phone**," said Alex Quilici, president and co-founder of Quack.com. "Our ability to quickly deploy voice-accessible services based on **Web** information ensures that companies like Lycos can continually add new features and services to their **voice portals**."

Advertisers and e-commerce vendors will be able to use the new Lycos **voice portal** to deliver extremely targeted messages that are directly related to the information users are seeking...

...information services will be a key factor in the growth of the next generation of **Internet** offerings, and Lycos has taken the lead in this space," said Jason Pavona, director of **wireless** and personalization for Lycos. "Our market research has conclusively shown that voice access is one of the new features that our users find most relevant to their **Internet** use, and we plan to offer best of breed service."

Founded in 1995, Lycos, Inc. is a leading **Web** media company and owner of the Lycos Network, one of the most visited hubs on the **Internet** reaching nearly one out of every two U.S. **Web** users. The Lycos Network is a unified set of **Web** sites, attracting a diverse audience by offering a variety of services, including leading **Web** search and navigation resources; **Web** community and communications services including free homepage building, free **Web**-based e-mail, clubs, chat, instant messaging; a personalized My Lycos start page; a comprehensive shopping center featuring more than 2,400 merchants; and an assortment of compelling **content** such as games, music, news, fun and educational information and activities for kids as well...

...Gamesville and Lycos Zone. Headquartered near Boston in Waltham, Mass., Lycos, Inc. is a global **Internet** leader with a major presence throughout the U.S., Europe, Asia and Latin America.

On...

...into a definitive agreement with Terra Networks, S.A. (MC:TRR; NASDAQ:TRRA), a global **Internet** company and the leading provider of **Internet** access and interactive **content** and services to the Spanish- and Portuguese-speaking world, under which Terra will acquire Lycos...

...approval.

Quack.com, Inc. is a privately-held company based in Sunnyvale, California that uses **speech recognition** technology to provide quick ubiquitous access to consumer knowledge. Quack.com has developed patent-pending technology which can quickly speech-enable **Web** sites and **Internet** information making **content** available anywhere there is a **phone**. Quack.com provides turn-key solutions to businesses looking to extend the reach of their **Web**-based **content**. The free Quack voice portal service can be accessed nationally by dialing 800-73QUACK (800-737-8225). For more information, visit <http://www.quack.com> on the **Internet**.

15/3,K/12 (Item 9 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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07437591 Supplier Number: 62503028 (USE FORMAT 7 FOR FULLTEXT)

Keyboard becoming passe interface -- Voice recognition targets appliances. (Technology Information)

Gwennap, Linley

Electronic Engineering Times, p75

June 5, 2000

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 1487

Keyboard becoming passe interface -- Voice recognition targets appliances. (Technology Information)

... transition to voice is the relentless increase in computing power available even in inexpensive devices. **Voice recognition** no longer requires a high-end PC with gobs of memory and a hard drive...

...who don't want to deal with the complexities associated with PCs for services like **Internet** access.

Current **voice - recognition** systems excel at command and control. In these applications, the device accepts a limited number...

...only a few words to distinguish, recognition can be very accurate, even in noisy environments.

Voice recognition has improved significantly during the past few years, due to a growing research effort as...

...fact, many systems are now speaker independent and require no training at all.

These systems **recognize speech** patterns, although they still have trouble with heavily accented speech. For example, MIT's Spoken...

...a system called Jupiter (www.sls.lcs.mit.edu/jupiter) that provides weather information by **telephone**. The automated system uses a speaker-independent speech engine to process a request like "What...

...code to reduce CPU or memory usage.

This type of application has many advantages for **voice recognition**. The limited context domain keeps the vocabulary to a manageable level. More important, it allows...

...request clarification.

This type of technology is being commercialized in an effort to turn the **phone** into the world's most widely installed information appliance. Motorola Inc. (Phoenix) is **advertising** "Mya, the 24-hour talking **Internet** ." And Tellme Networks Inc. (Mountain View, Calif.) and other startups are racing to deploy **voice portals** to the **Web**.

Although the business models for the new **phone**-based services remain unproved, their voice technology is adequate today and will improve over time. These services run the voice interface on a remote **server**, taking advantage of the **telephone**'s ability to make a voice connection. But there are many opportunities for voice interfaces...

...Lernout & Hauspie, which recently purchased Dragon Systems Inc. (Burlington, Mass.), is a leading supplier of **voice - recognition** software. The company's headquarters is Ieper, Belgium, the crossroads of Europe, where most citizens...

...sound like much, but it's plenty for many applications: programming the microwave, dialing the **phone**, even sending a fax. For more complex devices, L&H offers a midrange speech engine...

...by saying the name of the show she wishes to record, or ask a digital

audio system to play songs by naming a particular artist. This engine has its limitations, though...

...but not for e-mail messages or other arbitrary chunks of text.

In a true **Internet** appliance, users might have to spell out many URLs and words that are not in...mistakes, improving their accuracy over time. Accuracy will also increase as faster processors become available. **Voice recognition** is a real-time process, so faster CPUs are needed to do more intelligent processing...

...000-word vocabulary could handle all commands plus many common words, names and URLs. A **Web** pad typically will have a faster processor and more memory, so it could deploy a...

...car is one of the first areas that will benefit from voice input. As cell **phones**, navigation systems and **Internet** access move into the cockpit, it is important for drivers to keep their hands on...

15/3,K/13 (Item 10 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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07434801 Supplier Number: 62525662 (USE FORMAT 7 FOR FULLTEXT)

Users speak, and the Web listens.(Product Announcement)

Du Bois, Grant

eWeek, p27

June 5, 2000

Language: English Record Type: Fulltext

Article Type: Product Announcement

Document Type: Magazine/Journal; Trade

Word Count: 339

... that the company's business model is based on transactions and hosting fees, not on **advertising**.

Users may preregister for BeVocal's service at www.bevocal.com.

On the back end, Nuance Communications Inc. plans to ship later this month an upgraded version of its **speech recognition** and **voice** authentication software.

Nuance 7.0 **speech recognition** software now provides mobile **wireless** access to **voice portals** and a 35 percent improvement in accuracy when using a headset or microphone, said officials...

15/3,K/14 (Item 11 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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07426680 Supplier Number: 62439162 (USE FORMAT 7 FOR FULLTEXT)

BeVocal Previews Consumer Voice Portal Service at Vortex 2000 Conference.

PR Newswire, pNA

May 22, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 848

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

Free **Phone** Service Provides Simple, Instant Voice Access to Driving
... a consumer V-services pioneer that aims to make the widest variety of voice-enabled **content**, commerce, communications and customer service

applications accessible from any **phone** , today previewed at the Vortex 2000 Conference a core offering of applications - including unique location ...

...also issued today, BeVocal announced a strategic partnership with MapQuest.com (Nasdaq: MQST), whose NT **Server** business-to-business solution will power the driving directions service on BeVocal's consumer voice...

...2000. Interested parties are invited to pre-register for the service by visiting the BeVocal **Web** site at www.bevocal.com.

Service Offering

BeVocal's services are designed for the lifestyles...

...information via voice, WAP, fax, email, and text paging.

Mark Plakias, Vice President of Voice & **Wireless** Commerce at The Kelsey Group, stated, "Two critical elements of a truly useful voice portal ...

...com). Produced by technology pundit Bob Metcalfe, Vortex is focused on the convergence of the **Internet** , **telephone** , and television networking industries.

Said Jim Forbes, executive producer of DEMO at Vortex, "We looked...

...open platform also gives them an important technological edge that can be used to provide **Web** sites with speech-enabled applications."

IDG announced a highly select group of 17 demonstrators at...

...Shipley and Jim Forbes plan to showcase the hottest convergence products and services in the **Internet** , **telephone** and television networking industries. BeVocal is one of a select group of companies including AT&T Media Labs; Microsoft, Motorola, Nortel Networks, Palm, and **Phone** .com invited to demonstrate their latest technology at the conference.

Mikael Berner, BeVocal co-founder...

...to the airport and need to check your flight schedule, BeVocal is the one convenient **phone** number you can call to get the information you need immediately."

About Vortex Vortex is an executive conference that confronts business issues arising from the convergence of the **Internet** , **telephone** , and television networking industries. Vortex is by invitation only for senior industry executives, securities analysts...

...a consumer V-services pioneer that aims to make the widest variety of voice-enabled **content** , commerce, communications and customer service applications accessible from any **phone** , simply by speaking. Millions of callers can dial BeVocal's nationwide toll- free number and...

...that allows third-party developers and companies to rapidly build and deploy their own consumer **voice portal** services. BeVocal's comprehensive hosting infrastructure facilitates voice-commerce transactions, service personalization, location-specific targeted **advertising** , secure voiceprint verification, and information delivery via voice, WAP, fax, email, and text paging. BeVocal...

15/3,K/15 (Item 12 from file: 16)
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07415511 Supplier Number: 62439140 (USE FORMAT 7 FOR FULLTEXT)

BeVocal and MapQuest.com Introduce First Phone Service for Voice-Enabled Driving Directions.

PR Newswire, pNA

May 22, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 729

BeVocal and MapQuest.com Introduce First Phone Service for Voice-Enabled Driving Directions.

... a consumer V-services pioneer that aims to make the widest variety of voice-enabled **content**, commerce, communications and customer service applications accessible from any **phone**, announced today that it has formed a strategic partnership with MapQuest.com, Inc. (Nasdaq: MQST), a leading provider of **wireless**, voice and online destination information. Under the terms of the agreement, MapQuest.com's NT **Server** business-to-business solution will power the driving directions service on BeVocal's consumer voice...

...any major metropolitan area in the US. Interested parties are invited to visit the BeVocal **Web** site at www.bevocal.com and pre-register.

BeVocal also announced today that it is...

...Mulligan, Chairman and Chief Executive Officer of MapQuest.com, stated, "BeVocal's technology for using **voice** input to accurately **recognize** street names, addresses, and geographic place names makes it easy for callers to use any **phone** to obtain driving directions and other location-relevant services. We are pleased to partner with...

...brand for providing driving directions and one of the most widely used services on the **Internet**. We are excited to partner with them to be the first voice portal provider to offer consumers the convenience of point-to-point driving directions via the **telephone**. Consumers simply call BeVocal's toll-free number and then say where they are and...

...and have them hosted on BeVocal's network. Developers are invited to visit BeVocal's **Web** site at www.bevocal.com/developers and sign-up to receive additional information.

About MapQuest.com

MapQuest.com, Inc., is a leader in online, voice and **wireless** destination information solutions and digital mapping services.

Implementing a diverse strategy for distribution, MapQuest.com...

...Through these licensing agreements MapQuest.com helps businesses integrate maps and driving directions into their **Internet**, intranet, call centers, voice and **wireless** applications for improved marketing and customer service functions. MapQuest.com's diverse network of business...

...Vortex is an executive conference which confronts business issues arising from the convergence of the **Internet**, **telephone**, and television networking industries. Vortex is by invitation only for senior industry executives, securities analysts...

...a consumer V-services pioneer that aims to make the widest variety of voice-enabled **content**, commerce, communications and customer service applications accessible from any **phone**, simply by speaking. Millions of callers can dial BeVocal's nationwide toll-free number and...

...that allows third-party developers and companies to rapidly build and deploy their own consumer **voice portal** services. BeVocal's comprehensive hosting infrastructure facilitates voice-commerce

transactions, service personalization, location-specific targeted **advertising**, secure voiceprint verification, and information delivery via voice, WAP, fax, email, and text paging. BeVocal...

15/3,K/16 (Item 13 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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07414686 Supplier Number: 62437334 (USE FORMAT 7 FOR FULLTEXT)
Audiopoint Hits Nationwide Consumer Usage Mark With Callers From All 50 States And 87 Percent of Nation's Area Codes.

PR Newswire, p5779
May 18, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 801

FAIRFAX, Va., May 18 /PRNewswire/ --

Audiopoint, America's first free voice portal to the **Web**, today announced it has received calls from users in all 50 states and has taken ...

...calls by the 4th of July and celebrate 'America's Audiopoint-of-entry to the **Web**.'

Unger offered some new insights into Audiopoint's success in the emerging voice portal market...

...also believe the friendly, personalized nature of our service and our team's experience with **telephone - speech recognition** technology - which is very different from the **Web** - helps us better anticipate consumer wants, needs and actions.

"Audiopoint and its **Web** site, myaudiopoint.com, are about providing outstanding customer service and building evolving customer relationships," said...

...calls confirms a recent report from the Kelsey Group, a leading e-commerce, voice and **Web** technology analyst firm, which stated 18 million consumers are expected to use some kind of **speech recognition** portal by 2005. The Princeton, N.J.-based company also projects **advertising** revenues on **voice portals** will reach \$5.5 billion by 2005.

"Audiopoint's first-mover advantage has demonstrated a dramatic example of **Web**-based viral marketing reaching telephony services," noted Mark Plakias, Vice President of Voice & **Wireless** Commerce at the Kelsey Group. "Having generated the same kind of loyalty and stickiness for the **wireless** medium that online users brought to the **Web**, Audiopoint has created a customer base that transcends carrier boundaries or geography."

Audiopoint incorporates powerful **speech recognition** software from SpeechWorks to give **phone** users free, on-demand access to a wide variety of **Internet**-based news and information. Audiopoint has been live since December 1999 with national **content** and local Washington, D.C., traffic and weather information. In April, local traffic services for 20 additional cities, weather forecasts for major cities worldwide and expanded **content** were added, as well as personalized profiling services at myaudiopoint.com.

Cities where local traffic...

...Petersburg. More cities are being added regularly.

How Audiopoint Works

Audiopoint is accessible from any **phone** in the United States by calling 888-38- **AUDIO** (888-382-8346). On any **telephone**, mobile or

land-based, users call the main number, ask for the menu (if they...

...horoscopes; and other customized information. Additionally, Audiopoint produces congressional news reports.

Through the myAudiopoint feature, **Web** users can pre-select and customize information on myaudiopoint.com. For example, one could program a profile to provide specific local traffic reports, stock quotes and news interests. With one **phone** call, myAudiopoint would automatically relay the latest in the customized information without having to ask...

...is a fast, free interactive service that combines the information-on-demand capabilities of the **Web** with advanced **speech recognition** technology and the convenience of the **telephone**. Launched in Washington, D.C., in December 1999, Audiopoint gives people on the go a...

15/3,K/17 (Item 14 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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07414593 Supplier Number: 62437086 (USE FORMAT 7 FOR FULLTEXT)
BeVocal Introduces Comprehensive Library of Speech Application Building Blocks.

PR Newswire, pNA
May 18, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 792

... a consumer V-services pioneer that aims to make the widest variety of voice-enabled **content**, commerce, communications and customer service applications accessible from any **phone**, announced today that it is offering developers a comprehensive collection of speech application building blocks...

...was launched today.

BeVocal and Nuance are both contributing to the growth of the "Voice **Web**" by helping developers quickly prototype new speech applications. The SpeechObjects Exchange is a major part...

...improve time-to-market of new, voice-enabled systems. Interested parties can visit BeVocal's **Web** site (www.bevocal.com/developers) to register for BeVocal's Developer Program and download additional...

...international versions available in the second half of 2000.

Mark Plakias, Director of Voice and **Wireless** Commerce for The Kelsey Group, stated, "This is the largest body of speech-related intellectual...

...the developer community so far, and it incorporates some critical capabilities such as localization of **content**. For anybody expecting to compete in the speech hosting business, BeVocal has raised the bar...

...a consumer V-services pioneer that aims to make the widest variety of voice-enabled **content**, commerce, communications and customer service applications accessible from any **phone**, simply by speaking. Millions of callers can dial BeVocal's nationwide toll-free number and...

...that allows third-party developers and companies to rapidly build and deploy their own consumer **voice portal** services. BeVocal's

comprehensive hosting infrastructure facilitates voice-commerce transactions, service personalization, location-specific targeted **advertising**, secure voiceprint verification, and information delivery via voice, WAP, fax, email, and text paging. BeVocal...

15/3,K/18 (Item 15 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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07398462 Supplier Number: 62139862 (USE FORMAT 7 FOR FULLTEXT)
Speech Works does Permission Marketing. (Product Announcement)
Computer Telephony, v8, n5, p38
May, 2000
Language: English Record Type: Fulltext
Article Type: Product Announcement
Document Type: Magazine/Journal; Trade
Word Count: 325

(USE FORMAT 7 FOR FULLTEXT)
TEXT:
...428-4444, www.speechworks.com) is introducing a yes/no "Speech Spot" Dialog Module of **speech recognition** that should help prove the business model for voice portals.
... asked if she's interested first. A "speech-spot," through a prompt and a simple, **speech - recognized** yes-or-no answer, turns an imposition into permission-based marketing. It saves non-interested listeners' time, and turns an indifferent ear into an already partly qualified lead for **advertisers**. It also may make the difference between a profitable and an unprofitable **voice portal** service.
By connecting to customer profile databases, companies can use Speech Spots to up-sell...

15/3,K/19 (Item 16 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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07347887 Supplier Number: 62210955 (USE FORMAT 7 FOR FULLTEXT)
Lycos to Launch the Voice-Accessed Internet ; Quack.com Provides Infrastructure and Support for New Voice Portal; Free Service to Deliver Online Content Anywhere There's a Phone .
Business Wire, p1035
May 22, 2000
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 964

Lycos to Launch the Voice-Accessed Internet ; Quack.com Provides Infrastructure and Support for New Voice Portal; Free Service to Deliver Online Content Anywhere There's a Phone .
WALTHAM, Mass. and Sunnyvale, Calif.--(BUSINESS WIRE)--May 22, 2000
Lycos, Inc. (NASDAQ:LCOS), the **Internet** 's leading multibrand network, and Quack.com, a pioneer in voice-based delivery of **Web content**, announced an agreement to launch the first voice-accessed destination that delivers the **content** and services of a major **Internet** portal. The new voice portal will provide **telephone** users anywhere with free access to **Web content** and services simply by dialing a toll free number and speaking. Users will be able...

...prices, weather, movie listings and most everything else they have come to rely on the **Web** for - all from a **phone** , regardless of whether a home **phone** , cellular **phone** , or pay **phone** .

The new service will be powered by Quack.com's voice-to- **Internet** technology that guides users to information from the Lycos Network of **Web** sites. Users will have the option to develop a customized **Web** profile using the My Lycos personalization platform, so that they can more rapidly access the...

...for 3rd quarter, 2000.

"This new voice portal will revolutionize access to all the great **content** of the Lycos Network and from across the **Web** - anytime anywhere," said Ron Sege, executive vice president of Lycos. "With Quack.com's industry-leading technology, and Lycos **content** , together we'll allow anyone to "Go get it" from wherever they are."

The new Lycos voice portal has the added benefit of bringing the **Web** to many groups which have had very limited access to it until now. The new ...

...digital divide" which many cite as preventing those who cannot afford computers from accessing the **Web** . Sight-impaired **Web** users can also benefit from the **audio** -based navigation services, eliminating the need for expensive dedicated visual-to- **audio** translation equipment.

"We are excited that Quack's patent-pending voice-to- **Web** technology will enable Lycos to provide millions of users with fast, easy access to the **Web** from any **phone** ," said Alex Quilici, president and co-founder of Quack.com. "Our ability to quickly deploy voice-accessible services based on **Web** information ensures that companies like Lycos can continually add new features and services to their **voice portals** ."

Advertisers and e-commerce vendors will be able to use the new Lycos **voice portal** to deliver extremely targeted messages that are directly related to the information users are seeking...

...information services will be a key factor in the growth of the next generation of **Internet** offerings, and Lycos has taken the lead in this space," said Jason Pavona, director of **wireless** and personalization for Lycos. "Our market research has conclusively shown that voice access is one of the new features that our users find most relevant to their **Internet** use, and we plan to offer best of breed service."

About Lycos, Inc.

Founded in 1995, Lycos, Inc. is a leading **Web** media company and owner of the Lycos Network, one of the most visited hubs on the **Internet** reaching nearly one out of every two U.S. **Web** users. The Lycos Network is a unified set of **Web** sites, attracting a diverse audience by offering a variety of services, including leading **Web** search and navigation resources; **Web** community and communications services including free homepage building, free **Web** -based e-mail, clubs, chat, instant messaging; a personalized My Lycos start page; a comprehensive shopping center featuring more than 2,400 merchants; and an assortment of compelling **content** such as games, music, news, fun and educational information and activities for kids as well...

...Gamesville and Lycos Zone. Headquartered near Boston in Waltham, Mass., Lycos, Inc. is a global **Internet** leader with a major presence throughout the U.S., Europe, Asia and Latin America.

On...

...into a definitive agreement with Terra Networks, S.A. (MC:TRR; NASDAQ:TRRA), a global **Internet** company and the leading provider of

Internet access and interactive **content** and services to the Spanish- and Portuguese-speaking world, under which Terra will acquire Lycos...

...Inc.

Quack.com, Inc. is a privately-held company based in Sunnyvale, California that uses **speech recognition** technology to provide quick ubiquitous access to consumer knowledge. Quack.com has developed patent-pending technology which can quickly speech-enable **Web** sites and **Internet** information making **content** available anywhere there is a **phone**. Quack.com provides turn-key solutions to businesses looking to extend the reach of their **Web**-based **content**.. The free Quack voice portal service can be accessed nationally by dialing 800-73QUACK (800-737-8225). For more information, visit <http://www.quack.com> on the **Internet**.

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15/3,K/20 (Item 17 from file: 16)

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07307496 Supplier Number: 61930075 (USE FORMAT 7 FOR FULLTEXT)

BeVocal Partners With Nuance to Deliver Voice Portal Applications.

PR Newswire, pNA

May 8, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 623

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

Pioneers in **Speech Recognition** Technology and Consumer **Voice** Services to Drive

Growth of Voice **Web**

SANTA CLARA, Calif., May 8 /PRNewswire/ --

BeVocal, Inc., a consumer V-services pioneer that aims to make the widest variety of voice-enabled **content**, commerce, communications and customer service applications accessible from any **phone**, announced today that it has entered into a strategic technology and marketing agreement with Nuance...

...voice interface software that makes the information and services of enterprises, telecommunications networks, and the **Internet** available via any **telephone**. BeVocal and Nuance will engage in joint development, marketing, and sales initiatives to enable the creation and delivery of voice-driven **Web content** and services via BeVocal's voice portal. According to The Kelsey Group, a leading voice...

...Member Yogen Dalal said, "BeVocal and Nuance are working together to build the emerging Voice **Web** -- a global network of speech applications, voice-enabled **Web** sites, and customer service centers accessible from any **phone**. On the technical side, this partnership combines Nuance's advanced **speech recognition** technology with BeVocal's patent-pending VocalBoost(TM) architecture and location-relevant applications. On the...

...Vice President of Marketing, added, "The emergence of voice portals provides evidence that the Voice **Web** is here today. BeVocal has been a leading player in the voice portal market, and has clearly staked out its position on the Voice **Web**. We are pleased to be working with BeVocal and look forward to future collaboration."

BeVocal...

...to reach these consumers benefit by having an extensible solution for voice-enabling their branded **content** or services."

About Nuance

Nuance develops, markets and supports a voice interface software platform that makes the information and services of enterprises, telecommunications networks and the **Internet** accessible from any **telephone**. Every day, millions of people interact with Nuance systems at blue chip companies like American...

...TSB, Sears and United Parcel Service. Nuance is also driving the creation of the Voice **Web** and delivering software for V-Commerce(TM) (voice-enabled e-commerce) services and applications. Nuance...

...a consumer V-services pioneer that aims to make the widest variety of voice-enabled **content**, commerce, communications and customer service applications accessible from any **phone**, simply by speaking. Millions of callers can dial BeVocal's nationwide toll-free number and...

...that allows third-party developers and companies to rapidly build and deploy their own consumer **voice portal** services. BeVocal's comprehensive hosting infrastructure facilitates voice-commerce transactions, service personalization, location-specific targeted **advertising**, secure voiceprint verification, and information delivery via voice, WAP, fax, email, and text paging. BeVocal...

15/3,K/21 (Item 18 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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07300163 Supplier Number: 61878178 (USE FORMAT 7 FOR FULLTEXT)

BeVocal Announces Licensing Agreement With Lernout & Hauspie.

PR Newswire, pNA

May 4, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 699

To Provide **Text -to- Speech** for Location and Travel Services
SANTA CLARA, Calif., May 4 /PRNewswire/ --

BeVocal, Inc., a consumer V-services pioneer that aims to make the widest variety of voice-enabled **content**, commerce, communications and customer service applications accessible from any **phone**, announced today that it will license Lernout & Hauspie's (L&H) (Nasdaq: LHSP; Easdaq: LHSP) L&H RealSpeak(TM) **text -to- speech** technology to voice-enable applications for consumers. L&H RealSpeak(TM), L&H's award...

...text with a natural, human-sounding voice, providing consumers with dynamic, personalized information via mobile **phones**.

BeVocal will use its patent-pending VocalBoost(TM) Architecture and L&H RealSpeak(TM) to make a broad range of personalized **Web content** and services available from any **phone**. Millions of callers can dial BeVocal's nationwide, toll-free number and immediately access voice...

...Product Marketing for BeVocal, said, "L&H has proven expertise in providing speech technology to **wireless** carriers and automotive companies for location and travel-related consumer applications. We are pleased to form this agreement with L&H to deliver the highest quality, industry

standard in **text -to- speech** technology to BeVocal's callers nationwide."
Gerald Calabrese, Senior Vice President of World-Wide Sales...

...an innovative company bringing must-have applications such as driving directions and travel information to **wireless phone** users. We are excited to work with BeVocal and to provide them with the industry...

...and language solutions for vertical markets, computers, automobiles, telecommunications, embedded products, consumer goods and the **Internet**. The company is making the speech user interface (SUI) the keystone of simple, convenient interaction...

...down language barriers. L&H's products and services originate in four basic areas: automatic **speech recognition** (ASR), **text -to- speech** (TTS), digital speech and music compression (SMC) and text-to-text (translation). For more information, please visit L&H on the World Wide Web at www.lhs.com or www.lhsl.com.

About BeVocal, Inc.

Based in Santa Clara...

...a consumer V-services pioneer that aims to make the widest variety of voice-enabled **content**, commerce, communications and customer service applications accessible from any **phone**, simply by speaking. Millions of callers can dial BeVocal's nationwide toll-free number and...

...that allows third-party developers and companies to rapidly build and deploy their own consumer **voice portal** services. BeVocal's comprehensive hosting infrastructure facilitates voice-commerce transactions, service personalization, location-specific targeted **advertising**, secure voiceprint verification, and information delivery via voice, WAP, fax, email, and text paging. BeVocal...

15/3,K/22 (Item 19 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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07284195 Supplier Number: 61802352 (USE FORMAT 7 FOR FULLTEXT)

The Kelsey Group Predicts Wireless Media Will Link the Web to \$3.7 Trillion in Local Purchases.

PR Newswire, p8718

April 11, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 392

The Kelsey Group Predicts Wireless Media Will Link the Web to \$3.7 Trillion in Local Purchases.

The Kelsey Group (Princeton, NJ) today published a road map for **wireless** shopping technology, highlighting the role of voice processing and **wireless** technology in converting **Internet** browsers to local store shoppers. Noting that local retail purchases (worth an estimated \$3.7...

...the \$50 billion spent online, this "Intelligent Shopping" White Paper explains how emerging forms of **wireless** advertising and enhanced services will affect "real world" local purchases.

Take, for example, directory assistance. "One out of every four **wireless** users' requests for business listings from directory assistance leads to an in-store purchase," states...

...Plakias. "Our trend analysis also shows that 18 million consumers will use some kind of **speech - recognition** -based ' **voice portal** ' by 2005," Plakias notes. As efforts increase to reach the expanding **wireless** audience, TKG expects **wireless advertising** revenues to reach \$17 billion in 2005. Local **advertisers** will account for \$6 billion of that total.

The development of location-specific and immediate-response **wireless** media will significantly affect traditional media. "The growth in **wireless** use, and the convenience and sophistication of **wireless** devices, means **wireless** 'call and response' will replace Yellow Pages lookups as lead generators for local stores," Plakias notes.

While currently there are "islands" of **wireless** technology confined to stores' retail floor space, trends show the emergence of " **wireless** malls" will provide a voice/data LAN/WAN infrastructure extending to the parking lot and...

...visit. These media will include text-based and graphical messages and will be found on **wireless** handsets, PDAs and in-store/near-store media such as kiosks and payphones, as well as **speech - recognition** services from **voice** portals.

"This is part of a larger story about real-time/everywhere media," notes Daniel...

...of advisory services. "Our advice is to take a wider look -- not only at the **Internet** , but at emerging technologies such as Short Message Service, smart cards and Bluetooth that support...

...leading provider of authoritative research and fact-based analysis focusing on local advertising, voice and **wireless** technology and electronic commerce. Company information is available at <http://www.kelseygroup.com>.

CONTACT: Sophie...

SIC CODES: 3661 (**Telephone** and telegraph apparatus)

NAICS CODES: 33421 (**Telephone** Apparatus Manufacturing)

15/3,K/23 (Item 20 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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07225260 Supplier Number: 61550985 (USE FORMAT 7 FOR FULLTEXT)

Speech Portal Market Explodes; 18 Million Consumers Expected to Use Their Voices to Obtain Web Information From Any Phone .

Business Wire, p1305

April 18, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 738

Speech Portal Market Explodes; 18 Million Consumers Expected to Use Their Voices to Obtain Web Information From Any Phone .

... the computing market today to provide a way of accessing data typically found on the **web** via any of the world's 1.7 billion **telephones** , **wireless** and land-line. Speech portals allow consumers to get free information, such as local weather and traffic, stock updates, restaurant reviews, business news and more, by dialing one **phone** number and requesting the information by speaking into any **phone** . Hot start-ups such as Audiopoint, Foodline.com, Quack.com and TellMe, as well as...

...through advertising on these speech portals.

The Kelsey Group, a leading e-commerce, voice and **web** technology analyst firm, expects that 18 million consumers will use some kind of **speech recognition** portal by 2005. With **Internet** -based e-commerce sales increasing every year, emerging companies are seeing the many benefits of extending their corporate information and e-commerce transactions to anyone with a **phone** . As efforts increase to reach the burgeoning **wireless** audience, The Kelsey Group believes that advertising revenues will reach \$17 billion in 2005, with...

...alone accounting for about \$6 billion.

SpeechWorks International, Inc. of Boston, a leading provider of **speech recognition** systems for **speech** portals, and a pioneer in the speech portal market, recently launched an interactive, permission-based...

...com and portal companies that want to extend their ad-supported business models to the **telephone** . Just as standards function in **Web** , TV or radio advertising, our design concept assures advertisers that they can create a SpeechSpot...

...it across a variety of different speech services, just as they would with a banner **ad** on the **web** ," explains Steve Chambers, vice president of worldwide marketing at SpeechWorks.

"We feel that the long-term implications of the **voice portal** industry are as limitless as the **Web** was a few years ago," said Nick Unger, president and CEO of Audiopoint. "Voice portal technology helps bridge the digital divide, not only for the **Web** user on the move, but also for people who don't have **Internet** access."

Using SpeechWorks' solutions, Quack.com launched its free, national speech portal last week and...

...exceptionally easy to use, yet powerful way for anyone to benefit from the timeliness of **Web** -based information," said Alex Quilici, Quack.com's CEO and co-founder. "The day-to...

...ve been receiving from users show that people love our concept of talking with the **Internet** ."

"Quack is a really quick, easy way to get information," said Doug Prouty of Framingham...

...the Quack service. "I can get movie listings, reviews, weather and other information off the **Internet** just by talking. That's pretty amazing. It's like having a personal information guru...

...it quick and easy to stay updated. With Audiopoint, there's magic in my cell **phone** ."

Sampling of deployed speech portals:

Audiopoint (Information and business portal) 1.888.38AUDIO (1.888...

15/3,K/24 (Item 21 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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07185776 Supplier Number: 61375885 (USE FORMAT 7 FOR FULLTEXT)

Audiopoint and Speechworks Launch First Voice Portal in Greater Washington.

PR Newswire, p2294

April 7, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 800

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

Simply Speak Into Any **Phone** and **Speech Recognition** System
Provides **Web** -Based News and Information

GREATER WASHINGTON and BOSTON, Feb. 22 /PRNewswire/ --

Audiopoint, America's free interactive voice connection to the **Web** , and SpeechWorks International, Inc., the leading provider of conversational **speech recognition** solutions for e-business, today announced the first voice portal in the Washington, D.C...

...area, one of the top mobile communities in the nation with more than two million **wireless phone** subscribers, is a perfect venue for the launch of Audiopoint. The service is expected to...

...to be a convenient way for Washingtonians to get information fast. The system incorporates powerful **speech recognition** software from SpeechWorks to give **phone** users free and instant access to a variety of **Internet** -based news and information. Audiopoint is available 24 hours a day, seven days a week, by dialing either 1-888.38. **AUDIO** (1.888.382.8346) from any **phone** , or # **AUDIO** on select **wireless** carriers offering free airtime.

Audiopoint has enlisted popular services like PCQuote/Hyperfeed (stock quotes), AccuWeather (weather reports), Screaming Media (sports scores) and SmartRoute (traffic updates) to provide users with **Internet** information anytime, anywhere, over any **telephone** . Callers speak their request into the **phone** , such as "Traffic Report," and Audiopoint provides the latest traffic conditions for the specific road...

...so we commute together," said Alexandria resident Aimee Weinstein. "Now I can use my cell **phone** to call one **phone** number to get the latest traffic conditions. Knowing the best route home in advance keeps...

...my day more relaxing." "We've been able to extend the searchable power of the **Web** to anyone -- even if you don't have an **Internet** browser. All you need is a **telephone** and your own voice," said Nick Unger, president and CEO, Audiopoint. "Together with SpeechWorks, we...

...a highly-scalable, robust, production-quality service in a very short period of time for **Web** users who are on the move."

"Audiopoint has taken a focused, first-mover approach to...

...time or Saturday night, speech portals such as Audiopoint will extend the power of the **Web** to consumers in a targeted, personalized way that can command high premiums from **advertisers** ."

Audiopoint plans to expand the **voice portal** menu to include movie listings, restaurants, airline schedules and customized information. Through the new myAudiopoint feature to be added in the second quarter of calendar year 2000, **Web** users will be able to pre-select and customize information through www.myaudiopoint.com.

About...

...is a fast, free interactive service that combines the information-on-demand capabilities of the **Web** with advanced **speech recognition** technology and the convenience of the **telephone** . Audiopoint gives people on-the-go instant access to stock quotes, weather reports, sports scores...

...their callers and provide them with a level of service never before experienced over the **phone** . Complementing the self-service model of e-business, SpeechWorks(R) **speech recognition** solutions, including its revolutionary SpeechSite(TM), let consumers direct their calls, obtain

information and complete transactions automatically, simply by speaking naturally over any **phone** , anytime.

SpeechWorks customers include the world's most sophisticated customer service innovators such as Continental...

15/3,K/25 (Item 22 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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07173487 Supplier Number: 61303285 (USE FORMAT 7 FOR FULLTEXT)

Singapore Telecom Launches Voice Portal in Asia; Phone Service Powered by SpeechWorks; Singapore Telecom Mobile Customers Use Voice to Get Free Information Over Any Phone .(Brief Article)

Cambridge Telecom Report, pNA

March 27, 2000

Language: English Record Type: Fulltext

Article Type: Brief Article

Document Type: Newsletter; Trade

Word Count: 539

(USE FORMAT 7 FOR FULLTEXT)

Singapore Telecom Launches Voice Portal in Asia; Phone Service Powered by SpeechWorks; Singapore Telecom Mobile Customers Use Voice to Get Free Information Over Any Phone .(Brief Article)

TEXT:

SpeechWorks International, Inc., the leading provider of conversational **speech recognition** solutions for e-business, Tuesday brought the power of speech to Singapore Telecom customers with...

...Mobile, InfoDial is a voice portal that allows customers to use spoken commands and receive **Internet** -based **content** from any Singapore Telecom mobile **phone** , at any time. It includes **speech recognition** technology from SpeechWorks that understands Asian English. Singapore Telecom is one of Asia's largest...

SpeechWorks leads the industry in providing **speech recognition** technology for **voice** portals, free services that are akin to **web** portals like Yahoo! but allow callers to navigate **content** and obtain news and other information from any of the world's 1.5 billion **telephones** , simply by speaking. With InfoDial, SingTel Mobile customers can call 9676.3333 in Singapore and...

...confirmation from major airlines including Singapore Airlines, British Airways, Qantas and United Airlines.

"As mobile **phones** become the device-of-choice for busy people around the world, voice portals are a natural extension of business-to-business and business-to-consumer **content** ," said Steve Adams, vice president, international, SpeechWorks. "Like our U.S. customers who have brought the power of speech and the **Internet** to their callers, Singapore Telecom is enabling their subscribers to remain connected at any time...

...leading the industry by providing a range of deployment options and revenue-generating opportunities for **voice portal** businesses. Just last week, SpeechWorks introduced SpeechSpots, a revolutionary **advertising** concept that will drive the deployment of **ad** -supported speech services for dot.com and portal companies. In January 2000, SpeechWorks supported BellSouth's launch of the largest **voice portal** in the United States. Known as Info By Voice, this service is designed for BellSouth...

...SpeechWorks technology and products power voice portals in the Washington DC area (Audiopoint, 888.38. **AUDIO**) and in several vertical markets including restaurants (Foodline.com, +212.222.MENU).

Organizations worldwide rely...

...their callers and provide them with a level of service never before experienced over the **phone** . Complementing the self-service model of e-business, SpeechWorks **speech recognition** solutions, including the revolutionary SpeechSite, let consumers direct their calls, obtain information and complete transactions automatically, simply by speaking naturally over any **phone** , anytime.

SpeechWorks customers include the world's most sophisticated customer service innovators such as Continental...

SIC CODES: 4810 (**Telephone** Communication); 7372 (Prepackaged software)

TRADE NAMES: SpeechWorks (**Voice recognition** software)

15/3,K/26 (Item 23 from file: 16)

DIALOG(R) File 16:Gale Group PROMT(R)

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07106350 Supplier Number: 60086155 (USE FORMAT 7 FOR FULLTEXT)

SpeechWorks Introduces SpeechMedia Alliance to Drive Speech-Enabled Access to Dot.com and Portal Businesses.

Business Wire, p0585

March 14, 2000

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 882

... Revenue-Generating SpeechSpot Ad Concept to Market-

SpeechWorks International, Inc., the leading provider of conversational **speech recognition** solutions for e-business, today announced the SpeechMedia(TM) Alliance. The Alliance includes over 20 companies that **recognize** the value of **speech** -enhanced services and are pursuing new concepts to maximize the revenue and profitability of those...

...edge advertising medium that allows dot.com and portal companies to extend their ad-supported **web** business models to the world of speech and **wireless** (see today's related release, SpeechWorks Introduces SpeechSpot--Delivering **Phone** -Based **Ads** for Dot.coms and Portals). The Alliance complements services SpeechWorks already offers to dot.com and **voice portal** companies for rapid deployment of speech services.

With the proliferation of new dot.com and portal companies, and their unprecedented spending on **advertising** to establish brand and attract new customers, the industry has never been more competitive. These...

...and getting more 'stick' to their sites. Many are looking to speech-enable their existing **content** to capture new audiences. With recent advances in **speech recognition** driven by SpeechWorks' leadership, and the explosion of **telephone** and specifically **wireless phone** usage, a new wave of opportunities exist for profit making through the sale of SpeechSpots...

...Interactive, ProMedia, Quack, Symphoni Interactive and Unisys.

"Price Interactive, the leading ASP dedicated to voice, **web** and **wireless** , views the SpeechSpot as a powerful opportunity for **web** -based, dot.com and portal businesses to deliver the same information available on the **web** through another medium be it the **phone** , **wireless** or PDA

(personal digital assistant)," said Ken Rokoff, vice president of marketing, Price Interactive. "We...

...business value and profit-making opportunities for dot.coms and portal companies considering speech.

"The **web** revolution has increased the demand for anytime, anywhere access to information, self-service transactions and personalized communications," explains Steve Chambers, vice president of worldwide marketing, SpeechWorks. "With the explosion in **wireless**, dot.com and portal companies see the potential of adding millions of earlobes to the eyeballs they're acquiring over the **web**. The SpeechMedia Alliance and the SpeechSpot let them expand their **web** business models to the **phone**. Our goal is to provide the dot.com and portal customer with all the necessary ...

...their callers and provide them with a level of service never before experienced over the **phone**. Complementing the self-service model of e-business, SpeechWorks(R) **speech recognition** solutions, including the revolutionary SpeechSiteTM, let consumers direct their calls, obtain information and complete transactions automatically, simply by speaking naturally over any **phone**, anytime.

SpeechWorks customers include the world's most sophisticated customer service innovators such as Continental...

15/3,K/27 (Item 1 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
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2878439 Supplier Number: 02878439 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Daum to expand to 'voice portal' service
(Daum Communication Corp (S Korea) to offer voice mail service using software from Message Bay (US))
Korea Economic Weekly, n 598, p N/A
July 24, 2000
DOCUMENT TYPE: Newsletter (South Korea)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 96

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...13 that the firm plans to provide a voice mail service utilizing based on the **Internet** voice solution of Message Bay (www.MessageBay.com), a US company.

For the purpose of this voice portal service, Daum will apply Message Bay's **Internet** voice solution to its free-email service subsidiary hanmailnet and magnify the voice service to...
...etc., by the second half of this year.

Daum also plans to operate a comprehensive **voice portal** service carrying voice banner **advertisements**, voice bulletin, voice consultation, voice aid, voice news, etc.
...

...CONCEPT TERMS: **Internet** activity

15/3,K/28 (Item 2 from file: 9)

DIALOG(R)File 9:Business & Industry(R)
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2875004 Supplier Number: 02875004 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Voice technologies promote safety, open revenue channels
(It is projected that the global voice portal services market will total
300 mil users by 2005)

RCR Radio Communications Report, v 19, p 24

July 31, 2000

DOCUMENT TYPE: Journal ISSN: 0744-0618 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 1068

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:

...dialing while driving, while at the same time opening new revenue channels for advertisers and **wireless** carriers.

Voice technologies include portals, which can be reached through a toll-free number or by dialing a dedicated network-based access code, and **text** -to- **speech** and **speech** - **recognition** software, designed to allow a user to access the **Internet**, personal information such as schedules and driving directions, and to send and receive e-mail...

...that the global voice portal services market will reach 300 million users by 2005, giving **Wireless** Application Protocol-enabled **phones** some stiff competition in the mobile **Web** access arena.

"I have said that WAP is dead. I think we're going to look at voice as supporting about 80 percent of the **Web** -surfing capabilities in the future," said Clarence Friend, chief executive officer of AirTrac Inc., a developer of voice applications for the **wireless Internet**.

But Megan Gurley, analyst with The Yankee Group in Boston, thinks WAP won't fade away, it will just have to share the spotlight with voice technologies as mobile **phones** -especially those in Europe-get increasingly smaller and issues about safety continue to surface.

"I...

...to enter in the parameters of a search or dictate an e-mail with a **phone**. Ultimately what you'll find will be a multimodal combination ... of voice in, graphics out...

...their service," Gurley said. "Voice does have issues with background noise and echo."

WAP mogul **Phone**.com Inc. acquired @Mobile several months ago specifically to gain access to its voice-portal...

...hopping on the voice-portal wagon, offering its "Info by Voice" service to both its **wireless** and wireline customers in Atlanta.

Speech - **recognition** technology has been around since the 1980s in call centers, stock brokerage firms and other...

...was high and most of the information being exchanged was simple. Its introduction into the **wireless** space came about a year ago with the advent of third-generation technology and is...

...beginning to make some substantial headway, said Friend.

"We started because we were in the **phone** rental business and we wanted to get the minutes of usage up," Friend said.

According...

...Yankee Group, no voice technology provider has yet to fully integrate its services with a **wireless** carrier, but Friend hinted that he was less than three months away from launching with...

...said carriers are looking at charging an additional \$10-\$20 per month for voice-driven **content** and services, although it most likely will be part of a bundled plan, helping to soften the blow to a consumer market already fed up with their **phone** bills.

"What they (consumers) are tolerant of is being able to choose a voice portal...

...individual basis. Voice portal services will be judged by the consumer by how good the **content** is," said Kathy Frostad, director of telecom product marketing for Nuance Communications Inc., a voice interface software provider.

Another route is to provide the voice-driven **content** for free and support it with advertising. Frostad thinks that if the carrier can make...

...it has a good chance of being viewed as a benefit, rather than an annoyance.

" **Audio** advertising is a huge future opportunity. The carriers are really looking at it. It will...

...com and online portal businesses to add revenues by including five- to eight-second audible **ads** on their speech portals.

Voice portals Quack.com, Foodline.com and BellSouth's Info by Voice all launched service using SpeechWorks technology.

Common language

With so many different companies developing voice-driven **content**, establishing a common protocol, much like the **Internet**'s Hypertext Markup Language, became an industry priority.

The agreed-upon standard in the voice...

...Corp. spun off Lucent Technologies Inc., both companies pursued development of independent versions of a **phone** markup language.

Motorola Inc. eventually joined the game, but wanted to emphasize **speech recognition** rather than touch tones as an input mechanism. These efforts led to the release of...

...is basically a way to take any kind of data that is earmarked for the **Internet** and be able to provide that information over the **phone** through a speech interface," explained Nuance's Frostad.

Standardizing VoiceXML will simplify the creation of **Web**-based voice-response services, enable **phone** and voice access to integrated call center databases, **Web** sites and company intranets and enable new voice-capable devices, the forum said.

VoiceXML will include features such as touch-tone input, automatic **speech recognition** support, **audio** recording, recording play-back, call transfer and conferencing and **speech to-text** capabilities.

In March, the forum announced it completed Version 1.0 of the VoiceXML specification, and in May the World Wide **Web** Consortium agreed to adopt VoiceXML 1.0 as the basis for the development of a...

...of marketing for Motorola's Personal Networks Group, said VoxML, which is widely used among **content** developers today, will be in compliance with VoiceXML. She said VoxML incorporates more features, but...

PRODUCT NAMES: Cellular **telephone** services (481218)

15/3,K/29 (Item 3 from file: 9)

DIALOG(R)File 9:Business & Industry(R)

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2874868 Supplier Number: 02874868

Web Surfing, at the Sound of Your Own Voice

(Voice portals allow users to access Internet via telephone ; some \$12 bil will be generated by voice portal market through 2005 via ad revenues, e-commerce and associated hardware and phone -service-carrier costs)

New York Times , v CXLIX, n 51,469, p D1+

August 03, 2000

DOCUMENT TYPE: National Newspaper ISSN: 0362-4331 (United States)

LANGUAGE: English RECORD TYPE: Abstract

Web Surfing, at the Sound of Your Own Voice

(Voice portals allow users to access Internet via telephone ; some \$12 bil will be generated by voice portal market through 2005 via ad revenues, e-commerce and associated hardware and phone -service-carrier costs)

ABSTRACT:

Voice portals, including Quack.com, BeVocal and Tellme, are allowing users to access the **Internet** via **telephone** . Generally, voice portals are organized like basic **Internet** portals and most use **speech recognition** technology. The Tellme portal has a female voice that asks the user to choose a...

...According to the Kelsey Group (Princeton, NJ), some \$12 bil will be generated by the **voice portal** market through 2005 via **ad** revenues, e-commerce and associated hardware and **phone** -service-carrier costs. Among the doubters about voice becoming a dominant interface, John Dalton, analyst...

...CONCEPT TERMS: **Internet** activity

15/3,K/30 (Item 4 from file: 9)

DIALOG(R)File 9:Business & Industry(R)

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2870638 Supplier Number: 02870638

Tellme to Launch Service Letting Any Phone Tap Into the Internet

(Tellme Networks Inc to launch service allowing any telephone to tap into

the Internet)
Wall Street Journal , v CCXXXVI, n 15, p B14
July 24, 2000
DOCUMENT TYPE: Business Newspaper ISSN: 0099-9660 (United States)
LANGUAGE: English RECORD TYPE: Abstract

Tellme to Launch Service Letting Any Phone Tap Into the Internet
(Tellme Networks Inc to launch service allowing any telephone to tap into the Internet)

ABSTRACT:

...new service to be launched by Tellme Networks Inc (Mountain View, CA) will allow any **telephone** to tap into the **Internet** . The start-up will offer some basic services that can be reached with a toll...

...For example, users can either be directly connected to a specific restaurant or make a **phone** call to get a list of restaurants in a specific city. The service uses **voice** -synthesis and **speech - recognition** technology. It is free of charge, but the firm will make money by hosting **Web** businesses and through **audio advertising** . Although similar services are offered by 30 **voice - portal** companies, each service has a different focus. Tellme processed 1.6 mil calls in its 3-month test period, with over 50% of those coming from nonmobile **phones** .

...CONCEPT TERMS: **Internet** activity

15/3,K/31 (Item 5 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
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2869098 Supplier Number: 02869098

VOICE PORTALS ACCESS WEB , NO COMPUTER NECESSARY

(Number of companies are launching voice portals that will let telephone users connect free to selected parts of Web with no personal computer or specially equipped cell phone needed)

Chicago Tribune, p 4;5

June 26, 2000

DOCUMENT TYPE: Regional Newspaper ISSN: 1085-6706 (United States)
LANGUAGE: English RECORD TYPE: Abstract

VOICE PORTALS ACCESS WEB , NO COMPUTER NECESSARY

(Number of companies are launching voice portals that will let telephone users connect free to selected parts of Web with no personal computer or specially equipped cell phone needed)

ABSTRACT:

A number of companies are launching voice portals that will let **telephone** users connect free to selected parts of the **Web** with no personal computer or specially equipped cell **phone** needed. These are not public services; all are designed to sell products, either through **advertising** or easy links to vendors. Observers say that **voice portals** will be a revolutionary development. They forecast generation of revenues worth \$5.4 billion in **advertising** and transaction in the next five years. The impending revolution in **audio** browsing has been made possible by major advances in **voice recognition** . It converts human **speech** into digital signals that computers can receive and is compatible with specially coded **Web content** . For **advertisers** , the services offer the possibility to tailor their messages to the individual. **Advertisers** will be able to

track their effectiveness in minute detail. The new **voice portals** allow instant **Web** access from pay **phone** from any place.

15/3,K/32 (Item 6 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
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2822891 Supplier Number: 02822891 (USE FORMAT 7 OR 9 FOR FULLTEXT)
To Hear More Ads, Press One
(Kelsey Group says voice portal services will produce \$5.4 bil in revenue from advertisements and transaction fees in 2005)
Industry Standard, v 3, n 19, p 104+
May 22, 2000
DOCUMENT TYPE: Journal ISSN: 1098-9196 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1197

(USE FORMAT 7 OR 9 FOR FULLTEXT)
(Kelsey Group says voice portal services will produce \$5.4 bil in revenue from advertisements and transaction fees in 2005)

ABSTRACT:

Voice portal services provide consumers with free Web access via their phones as long as they are willing to listen to **advertisements** while the browser is downloading a piece of desired information. They provide people who do not have access to a computer with **Web**-based information, including weather reports, news, movie listings, stock quotes, sports scores, etc. **Speech recognition** technology is used to convert spoken words into text commands. At present there are about a dozen pilot **voice portal** services, and more are on the way. Research firm Kelsey Group (Princeton, NJ) predicted recently that **voice portal** services will generate \$5.4 bil in revenue from transaction fees and **ads** in 2005. The full text further discusses the emerging market for **voice portal** services. ...

TEXT:

Voice portals are an alluring new medium -- if **advertisers** can keep people on the line.

BY ANDREA HAMILTON

IMAGINE THIS: YOU'RE IN YOUR...

...decide which route to take to avoid a jam. If you could jump on the **Internet**, you could find the information in a flash. But most cars still lack **Web** access.

That's changing. Via a new breed of services called **voice portals**, you can access the **Web** by talking on your **phone**. The services are free, although they require callers to listen to **ads**; while the portal's browser is downloading the latest traffic information, you may hear a 15-second **ad**. Alternatively, the stock quote or movie review you've requested may be "brought to you by American Express."

Voice portal enthusiasts see the technology as the hottest **Internet** innovation since **Web**-based e-mail. Available through a toll-free number from an ordinary **phone**, these portals offer **Web**-based information to people without access to a computer. The voice portals offers services in ...

...categories: news, weather, sports scores, stock quotes, movie listings and so forth. The portals use **speech - recognition** technology to process spoken words into text commands, retrieve data from the Net and then...

...primary revenue source.

photo omitted

Steve Chambers, marketing VP for SpeechWorks International, a leader in **speech - recognition** technology, believes the concept could be a boon for the ad industry -- targeted, interactive messages delivered on the most ubiquitous device of all, the **telephone**. Based on **Web** browser technology, the ads on most of these services usually invite the caller to interact...

...be seen. The question is will people be willing to listen to ads over their **phones** in order to get a free stock quote or traffic report? "The compelling argument for the portals is ubiquitous (**Internet**) access, and that's about speed," says John Dalton, an analyst with Forrester Research. "You..."

...The Kelsey Group, a Princeton, N.J.-based research firm, recently estimated that in 2005 **voice - portal** services will generate \$5.4 billion in revenues from **ads** and transaction fees.

"You are looking at a market that needs to pay attention to..."

...offering stocks and weather. It's a different way to think for voice vs. visual **ads**."

For the **voice portals**, one obvious fact is that people hear information differently than they read it. These aural **ads** are neither traditional, passive-listener **audio** spots nor scanable visual displays. Another critical difference is that callers hungry for information are a captive audience, whereas **Web** surfers have the option to ignore the blinking banner **ads**.

"You can't do **ads** the same way (as clickthrough banners) when it's a forced listen," says Jeff Snyder, a senior analyst with Dataquest. "You are on the **phone**, and there is no way out. The 'piss-off' factor is going to be very..."

...free two-minute long-distance call to people willing to listen to a 15-second **ad**. As there's little hard data -- the first **voice portals** went live in February -- the chance of success using that approach is uncertain.

Consumer resistance...

...spawned new approaches. SpeechWorks is now offering a product intended to help its customers, the **voice portals**, avoid some potential pitfalls. Chambers describes SpeechSpots as a response to "banner backlash," and the need for a new **advertising** model suitable to the voice environment. From its research, SpeechWorks determined that a good aural... more convenient way to get offers," says Linn.

The technology that marries voice to the **Internet** poses many possibilities for advertisers, but there are serious land mines, as well. While everyone...

PRODUCT NAMES: Cellular **telephone** services (481218...

... **Telephone** communications, except radiotelephone (481300

15/3,K/33 (Item 7 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
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2821341 Supplier Number: 02821341 (USE FORMAT 7 OR 9 FOR FULLTEXT)
OR 199-22 **Lycos, Quack.com Set Up Voice Portal**
(**Lycos teams up with Quack.com to launch voice-accessed Web portal using Quack's voice-to- Internet technology; will provide users with toll-free phone number they can use to hear their e-mail read to them and check stock prices or other content**)
Online Reporter, p N/A
May 29, 2000
DOCUMENT TYPE: Newsletter (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 171

(USE FORMAT 7 OR 9 FOR FULLTEXT)
(**Lycos teams up with Quack.com to launch voice-accessed Web portal using Quack's voice-to- Internet technology; will provide users with toll-free phone number they can use to hear their e-mail read to them and check stock prices or other content**)

TEXT:

Lycos is teaming up with Quack.com to launch a voice-accessed **web** portal using Quack's voice-to- **Internet** technology. The new voice portal will provide users with a toll-free **phone** number they can use to hear their e-mail read to them, check stock prices or any other **content** they usually access on the **web** . Users will also be able to set up a customized profile using the My Lycos platform to create personalized calendars, contact lists, news and other **content** . **Advertisers** and e-commerce companies will be able to take advantage of the new **voice portal** to deliver targeted messages directly related to the information the users are seeking. A Q3...

...December, already has sites in Singapore and Malaysia. Last week it announced a pan-regional **Wireless** Application Protocol (WAP) service that will let users with WAP-enabled **phones** access up to 80% of Lycos Asia's portal **content** .

...CONCEPT TERMS: **Internet** activity

15/3,K/34 (Item 8 from file: 9)
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2808286 Supplier Number: 02808286 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Wireless Mall Lures Advertisers
(**With the use of wireless forecast to double in North America over next five years, some advocacy groups have come together to recommend industry-wide guidelines, confronting issues of privacy; revenues from wireless ads could reach \$17 bil by 2005, according to projections**)
Wireless Week, v 6, n 19, p 10
May 08, 2000

DOCUMENT TYPE: Journal ISSN: 1085-0473 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1014

(USE FORMAT 7 OR 9 FOR FULLTEXT)

Wireless Mall Lures Advertisers

(With the use of wireless forecast to double in North America over next five years, some advocacy groups have come together to recommend industry-wide guidelines, confronting issues of privacy; revenues from wireless ads could reach \$17 bil by 2005, according to projections)

ABSTRACT:

Wireless use is anticipated to double in North America over the next five years and with it is coming the " **wireless** mall." Proponents say this technology will be able to connect dot-coms as well as...

...comes to junk mail. Already, two groups are preparing task forces to examine the emerging **wireless** advertising segment, which includes the **Wireless** Advertising Industry Association and the **Internet** Advertising Bureau. Advocacy groups would like to recommend industry-wide guidelines to ensure consumer privacy...

...million handsets will be in use in the US. This will form a significant potential **wireless** market. Additionally, by the year 2005, revenues from **wireless** advertising could rise to \$17 bil, when approximately 192 million mobile **phones** come into use in North America. There are already companies, such as Quack.com, that lets callers access **Internet** data over the **phone**, **Internet** concerns such as MapQuest that supply maps and driving instructions to **Web** user and the **wireless Internet** services, like Sprint's Go2 Systems, that aids mobile customers in connecting to local businesses. Reportedly, no one predicted the rise of **Web**-based advertising, which is already yields \$50 bil per year in online sales. At present, these **wireless** ads consist of short **text** messages and **speech** spots. However, as technology improves, they will become more sophisticated. The article provides additional information on **Web** advertising and those groups mobilizing to protect consumer privacy.

...

TEXT:

Got **wireless** ?

With **wireless** use expected to double across North America over the next five years, the push is...

...near you.

Parents at a soccer game could soon see short text ads on their **phones**, pagers or personal digital assistants or hear a digital voice pitching sporting equipment while they use WAP-enabled **phones** to shop online in the stands.

Enter the " **wireless** mall." Advocates say shoppers increasingly will connect to dot-coms as well as the brick...

...to comparison shop and make on-the-spot purchases.

Critics, however, say ads targeting the **wireless** world could become as annoying and as intrusive as telemarketing schemes.

"It's the same...

...says Jason Catlett, president of Junkbusters, a Green Brook, N.J.-based advocacy group whose **Web** site tells consumers how to toss spam and junk mail.

With such scrutiny likely to...

...and address consumer privacy issues.

Two groups are assembling task forces to study the emerging **wireless** advertising segment, including the **Wireless** Advertising Industry Association and the **Internet** Advertising Bureau.

"The potential for this kind of advertising is huge," says Tim DePriest, a ...

...industries that have heretofore been cut out of mass marketing."

IAB Chairman Rich LeFurgy calls **wireless** advertising "the next plateau for our industry" and advises that manufacturers, service providers, **Web** portals and ad agencies work together to ensure consumer confidence. For advertisers, the potential to...

...in use in the United States by the end of 2000, creating a large potential **wireless** market.

Revenues from **wireless** advertising could reach \$17 billion by 2005, when some 192 million mobile **phones** come into use in North America alone, says the Kelsey Group, a market research firm that tracks advertising trends.

Kelsey predicts the "eyeballs-to-feet" traffic created by **wireless** could generate \$6 billion in local retail sales the same year.

With technology such as...

...become specific to a user's location, giving local retailers an edge over dot-coms.

" **Phone** -based commerce can be a mechanism for delivering real-time messages for local service providers...

...analyst Daniel Miller.

Already, voice portals such as Quack.com, which allows callers to access **Internet** data over the **phone**; **Internet** firms such as MapQuest, which provides maps and driving instructions to **Web** users; and **wireless**

Internet services, such as Sprint's Go2 Systems, are helping mobile consumers connect to local businesses.

Geoworks Corp., a leading provider of **wireless** e-commerce and information services for the consumer market, offers a mobile portal, Mobile Attitude ...

...process from cars and sidewalks to local stores gives consumers "continuous connectivity," advocates say.

With **wireless phone** use expected to outpace PC use in the next five years, reaching out to mobile buyers will become a bigger issue for **Web** -based companies as well as local and national retailers.

Miller says no one predicted the advent of **Web** -based **advertising**, which reportedly has helped spawn \$50 billion a year in online sales.

Analysts say wireless **advertisers** have much to learn from Internet **advertising** , but add that **Web** site models, such as click-through **ads** , will be difficult to transfer to the limited screen space of **wireless** devices.

Instead, **voice portals** will use "speak through" applications, allowing consumers to hear "speech spots" and choose more options if they desire.

Wireless ads currently consist of short **text** messages and **speech** spots. But they'll become more sophisticated as technology improves. In fact, the finer details of **wireless** marketing still are being hammered out.

DePriest says the WAIA hopes to have more than 200 **wireless** companies involved in setting guidelines before summer, including OmniSky, Motorola and PCS Innovations. The group...

...Dee Cravens, executive vice president of online ad agency AdForce, says the consumer benefits of **wireless** advertising are manifold.

Instead of being force-fed commercials, consumers will actually be able to ...

...you have to do it on my terms," Craven says.

He adds, "You put a **phone** in someone's hand and all of a sudden this becomes a really connected culture...

...sticking point, though.

"There's nothing more personal, in terms of a device, as a **wireless phone** . If ads are not handled appropriately, you risk alienating your subscriber base," DePriest concedes.

"If they are unsolicited **audio** and text messages, I know I won't react favorably."

Junkbusters' Catlett says **wireless** users should worry about interruption of private time and consumer profiles marketers are sure to compile.

" **Wireless** advertising is particularly potent on both accounts," he says.

Still, the advent of **wireless** advertising has been long in coming for some.

Steve Chambers, vice president of worldwide marketing the **phone** , quickly assessed the features consumers didn't like after initial testing, Chambers says.

For instance...

...be inserted when consumers are waiting for key information.

"All everyone has been saying is, ' **Web** , **Web** , **Web** ' over the past five years or so," Chambers says. "All of sudden, some **Web** companies don't get it. It's **wireless** . It's handheld. It's all channels. It's multiple-model marketing."

And it's...

...CONCEPT TERMS: **Internet** activity

15/3,K/35 (Item 9 from file: 9)
DIALOG(R) File 9:Business & Industry(R)
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2807745 Supplier Number: 02807745 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Voice Portals Retrieve Movie Times, Directions via Internet
(It will soon be possible to call up the Internet and ask questions
verbally, and get answers verbally)
Dallas Morning News , p N/A
May 18, 2000
DOCUMENT TYPE: Regional Newspaper (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1152

(USE FORMAT 7 OR 9 FOR FULLTEXT)
Voice Portals Retrieve Movie Times, Directions via Internet
(It will soon be possible to call up the Internet and ask questions
verbally, and get answers verbally)

ABSTRACT:

The **Internet** is ready to talk to anyone who can make a **phone** call. Dozens of companies are launching so-called voice portals that will let **telephone** users connect free of charge to selected parts of the **Web** with no personal computer or specially equipped cell **phone** needed. Simply dial a toll-free number, state your question and the **Internet** speaks back, providing real-time info on such topics as weather, traffic conditions, local movie...

...These are not public services, of course. All are designed to sell products, either through **advertising** or quick, easy links to vendors. Nonetheless, **Web** watchers project that **voice portals** will be a revolutionary development. "I think it's going to be huge," says Megan...

...transaction fees in the next five years. The companies themselves say they are bringing potential **Internet** access to millions, perhaps billions of people who don't like computers or don't...

...president of Quack.com, which debuted nationwide service in early April. The coming explosion in " **audio** browsing" has been made possible by major advances in **voice recognition**. That technology converts human speech into digital signals that computers can receive and is compatible with specially coded **Web content**. Thus Alexander Graham Bell's 1875 invention makes its link to 21st-century commercial technology. "The **telephone** now has a new purpose," says Ken Guy, co-founder of TelSurf Networks of Westlake...

TEXT:

May 18--MOUNTAIN VIEW, Calif.--The **Internet** is ready to talk to anyone who can make a **phone** call.

Dozens of companies are launching so-called voice portals that will let **telephone** users connect free of charge to selected parts of the **Web** with no personal computer or specially equipped cell **phone** needed.

Simply dial a toll-free number, state your question and the **Internet** speaks back, providing real-time info on such topics as weather, traffic conditions, local movie...

...These are not public services, of course. All are designed to sell products, either through **advertising** or quick, easy links to vendors.

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"I think it's going to be huge," says Megan...

...transaction fees in the next five years.

The companies themselves say they are bringing potential **Internet** access to millions, perhaps billions of people who don't like computers or don't ...

...president of Quack.com, which debuted nationwide service in early April.

The coming explosion in "**audio** browsing" has been made possible by major advances in **voice recognition**. That technology converts human speech into digital signals that computers can receive and is compatible with specially coded **Web content**. Thus Alexander Graham Bell's 1875 invention makes its link to 21st-century commercial technology.

"The **telephone** now has a new purpose," says Ken Guy, co-founder of TelSurf Networks of Westlake...

...sponsors that they will know "every ad heard by each member and their responses."

Limited **Internet** contact and e-mail retrieval via cell **phones** has become fairly common, but that requires inputting keystrokes on the device, and the **content** is displayed on the **phone**'s dim, tiny screen. The new voice portals allow instant **Web** access from the pay **phone** at the corner gas station.

Callers respond to oral prompts with short answers such as...

...and "Dallas" or "stocks" and "Microsoft." Within moments, the computer draws the data from selected **Web** pages and translates it into spoken word. It's the same technology that some airlines now use for their flight information **phone** lines, but with a far wider browsing range.

"It's the culture today," says Mr...

...the 'I want what I want and I want it right away' culture."

As with **Internet** surfing from a computer, the **phone** experience can be imperfect. In the early going, bugs abound.

During a demonstration at Tellme...

...out of the prestigious Phillips Academy in Andover, Mass., for hacking into the school's **phone** system to make free calls. He is additionally famous for spending nights in a bunk bed adjacent to his desk. "He sleeps with a pager and cell **phone** next to his head," says Tellme spokeswoman Marci Gottlieb.

Mr. Davis was not in evidence...

...will not rely on computer-generated voices. Real people -- Tellme

employees -- pull information from the **Web** and record the information to be relayed to callers. For the food listings alone, Ms...

...to use some voice portals anonymously. But the services hope callers will establish accounts with "**phone** wallets" -- credit card numbers on file. Those would enable the caller to dial the portals their callers. Some will be identified by **phone** number and some by personal identification codes. TelSurf plans to keep voice prints on file...

...as well as your preference in pizzerias and toppings. The result: "You pick up the **phone** and you say, 'Pizza,'" Mr. McCue says. "Twenty minutes later, you open your door and..."

...concept a couple of steps further.

"You'll be driving in your car, and your **phone** will message you in some way," he says. "You'll answer, and it'll say..."

PRODUCT NAMES: **Speech recognition** equipment (357759...

...CONCEPT TERMS: **Internet** activity

15/3,K/36 (Item 10 from file: 9)

DIALOG(R)File 9:Business & Industry(R)

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2804307 Supplier Number: 02804307 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Beyond "Wreck A Nice Beach"

(TellMe Networks is among the companies working on developing "voice portals," which marry the telephone and Internet browsing; launched pilot service last week)

The Industry Standard, v 3, n 16, p 119+

May 01, 2000

DOCUMENT TYPE: Journal ISSN: 1098-9196 (United States)

LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 1191

(USE FORMAT 7 OR 9 FOR FULLTEXT)

(TellMe Networks is among the companies working on developing "voice portals," which marry the telephone and Internet browsing; launched pilot service last week)

ABSTRACT:

TellMe Networks is among the companies working on developing "voice portals," which marry the **telephone** and **Internet** browsing. The company's pilot service was introduced last week. With a standard **telephone** and a toll-free number, users of the service can get stock quotes, news, and traffic and restaurant information, among other data. TellMe gets the data from the **Internet** or its own databases, after which it reads it back to the caller. A short advertising message is included in the read-back. Another new **phone**-browsing player, BeVocal, intends to provide localized services, such as local movie listings and driving directions, nationwide. ShopTalk's service targets "busy moms," allowing them to shop the **Web** via **telephone** after listening to targeted ads for special offers on services and products. The full text...

TEXT:

New voice portals trumpet the arrival of **Internet** -via- **phones** . But are they ready for prime time?

BY ANDREA HAMILTON

photo omitted

ENGINEERS HAVE BEEN WORKING ON **speech - recognition** software for three decades, so once the **Internet** arrived it was only a matter of time before someone devised a way to navigate the **Web** by talking instead of clicking.

That moment has arrived. Last week TellMe Networks launched its pilot service, joining an expanding lineup of "voice portals" that aim to marry **Internet** browsing and the **telephone**. Using a conventional **phone** over a toll-free line, TellMe users can ask for information ranging from stock quotes to news, weather, traffic reports and restaurant information. TellMe retrieves the data from the **Internet** or its own databases and reads it back to the caller, accompanied by a short advertising spiel.

The idea, says TellMe CEO Mike McCue, is to make the **Internet** accessible to everyone whether or not they have access to a computer. There are 1.5 billion people with **telephones**, McCue says, and "anybody can call an 800 number and get access to all these things for free." Revenues will come from **ads** and sponsorship deals, as well as e-commerce fees; TellMe will also offer **voice - portal** hosting for other companies.

TellMe has already gotten rave reviews from critics like Wall Street Journal columnist Walter Mossberg. But questions linger: Is **speech - recognition** technology ready for prime time? And are consumers eager to surf over the **telephone**?

With founders from the Netscape and Microsoft browser teams plus \$53 million in backing from...

...to TellMe, except that it doesn't have any exclusive agreements, relying solely on the **Internet** for **content**. But TelSurf takes voice browsing a step further, giving callers limited access to live **Web** pages. TelSurf can access a caller's personalized Yahoo **Web** page, for instance, and check his e-mail.

The list of new **phone**-browsing entrants grows almost daily. BeVocal cofounder Amol Joshi says "location, location, location" is the...
...not always free to sit down at a computer. Using ShopTalk they can shop the **Web** via **telephone** after listening to targeted ads for special offers on products and services. Since launching under...

...will users of ad-based information services put up with the commercials? After all, an **audio** ad can't be ignored like a banner ad. TelSurf CEO Ken Guy plans to...

...people won't put up with it."

Voice browsing faces a more fundamental obstacle: The **Internet** is primarily a visual medium. "You can't just transfer an existing **Web** page into voice," says Snyder. "People hear information differently from what they read. The information..."

...problem, TellMe has created its own database of voice-ready applications that use pre-existing **audio** snippets. Ask how the Yankees fared last night, for instance, and a sports announcer may...

...the Bronx Bombers "humiliated" Seattle, 10-2. "We've spent a lot of time on **audio** production," says McCue. "We've got the best user-interface voice people in the world."

The potential for voice **Internet** applications, driven by the growth in mobile telephony, is huge. A recent Kelsey Group report...

...Net wherever they are" points out Inktomi cofounder Eric Brewer, who has been working on **wireless Internet** applications since 1996. "It's not exactly a hard sell."

photo omitted

" **Speech - recognition** technology has finally come of age" adds IDC senior analyst Dana Thorat.

The earliest **speech - recognition** engines used "discrete **speech** " spoken very slowly, one word at a time. The first products based on **speech recognition** , by Dragon Systems, IBM and Lernout & Hauspie, were designed for dictation; they were awkward to use, limited in their vocabulary and inaccurate. (Microsoft's **speech - recognition** project was laughingly referred to as "Wreck a nice beach" -- which is what the machine came up with when it heard " **recognize speech** .") Wildfire Communications' electronic personal assistant service, introduced in 1994, was one of the first consumer...
...up to 100,000 daily calls.

Engines from Nuance and SpeechWorks International now dominate the **speech - recognition** market, powering most of the new voice portals and other voice-service providers.

McCue claims retry doesn't work, the caller can use the **phone** 's keypad. Different services require varying levels of sophistication. A request for sports scores, for...

...major league baseball teams.

The second piece of the equation in pairing voice with the **Internet** -- the voice browser, which lets the caller to navigate by voice from one service to...

...Lucent and Motorola jointly released VoiceXML, a standardized markup language for adding voice capability to **Web** pages. The browsers devised by Nuance and SpeechWorks interpret VXML and then provide the interface...

...go back to the main menu to seek hotel reservations. But all the improvement in **speech - recognition** technology can't overcome the trickiest factor: human behavior. And context is key. Witness the experience of Foodline.com, a **phone** -based restaurant referral service. It asks callers what kind of cuisine they want, suggesting, for...

PRODUCT NAMES: **Telephone** sets (366143...

15/3,K/37 (Item 11 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
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2777751 Supplier Number: 02777751 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Slick Voice Ads May Rival 'Net Banners
(According to forecasts, 45 million wireless customers will use voice portals and half will use handsets as electronic Yellow Pages and e-wallets; voice e-commerce, has been projected to generate \$5 bil in revenue in 2005)

Wireless Week, p 24
March 20, 2000
DOCUMENT TYPE: Journal ISSN: 1085-0473 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 477

(USE FORMAT 7 OR 9 FOR FULLTEXT)
(According to forecasts, 45 million wireless customers will use voice
portals and half will use handsets as electronic Yellow Pages and...
)

TEXT:
By Brad Smith

There's more talking going on in **Internet** access, but is anyone
listening?

Interest has been building about the use of the voice to access **wireless
Internet content**, but other than driving minutes of use there has been a
question of how to make money with it.

The answer is especially important for **Web** portals accessed by voice,
because a big source of revenue for portals is banner **advertising** that
can't readily be converted to sound bites someone would want to hear on
their **wireless** handset.

Analysts expect **voice portals** to become increasingly important in the
next few years as **wireless phones** are used to pull information off the
Internet. The Kelsey Group forecasts that 45 million **wireless** users will
employ voice portals and half of those will be regular shoppers using their
...
...sites but also "eardrums." The question, he says, is how to monetize the
eardrums.

A **speech recognition** company called SpeechWorks Inc. has devised what
it hopes will become a de facto standard in **Web advertising for voice
portals**. It's called the "SpeechSpot," which measures and therefore
"monetizes" voice **advertising** on these sites.

Like time measurements for TV and radio **ads**, SpeechSpot provides a way of
doing the bookkeeping in voice ads. One analyst, Nancy Jamison...

...because advertisers gain the consumer's permission to play the ads. For
instance, a traveling **wireless** subscriber might use his or her handset to
find nearby restaurants. SpeechSpot might advertise a...

...it." They also can ask to hear more.

"It's a slick way of getting **advertising** in a **voice portal**," Jameson
says. "Speech is coming into its own with this focus on the **Internet**."

Types of SpeechSpots

- * Billboard: Fixed placement, no interactivity.
- * SpeakThrough: Callers can say "Skip it" or...

PRODUCT NAMES: Cellular **phones** (366308...

15/3,K/38 (Item 1 from file: 13)

DIALOG(R)File 13:BAMP
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1173387 Supplier Number: 02526569 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Voice Portals: Building A Network You Can Talk To
(**Voice portals** offer access to **Web** information, plus voice-commerce transactions, service personalization and location-specific targeted **advertising** ; user interface should be easy for casual user; customization of technology is also important)
Article Author(s): Turner, Brough
Communications Solutions, v 5, n 7, p 60-62
July 2000
DOCUMENT TYPE: Journal ISSN: 1093-8176 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1627

(USE FORMAT 7 OR 9 FOR FULLTEXT)

(**Voice portals** offer access to **Web** information, plus voice-commerce transactions, service personalization and location-specific targeted **advertising** ; user interface should be easy for casual user; customization of technology is also important)

TEXT:

...Venture capitalists, for one. Voice portals are toll-free numbers that provide voice access to **Internet** information. Yes, superficially this sounds like IVR warmed over, but it's a lot more...

...service providers. Voice portals give an early view of the ultimate user interface for the **telephone** network. Unlike earlier touch-tone-based IVR technology, voice portals utilize the latest speech processing technologies, both automatic **speech recognition** (ASR) and **text -to-speech** (TTS), to provide a more natural user interface. It's still not a human conversation. On the other hand, voice portals give access to **Internet** information when you're without a computer or an **Internet** connection, so a little awkwardness is acceptable. In fact, if you are mobile, and need...

...even though it required them to speak carefully and distinctly.

With advances in computer technology, **speech recognition** has come a long way. Today's systems can be speaker-independent. And vocabularies of ...

...telecom began four years ago. Leveraging advances in speech technology, companies such as Wildfire and **Webley** introduced over-the- **telephone** automated personal assistants that act as a front end to unified messaging services and provide a personal **phone** book/auto-dialer, personal calendar, etc. Even though these services are convenient for some users...

...step in voice user interface development has emerged in recent months: voice portals that provide **telephone** access to **Internet** data. Companies such as Tellme, BeVocal, Quack.com, and Audiopoint are providing access to **Web** information -- stock quotes, sports results, weather, directions, nearby restaurants, flight information -- without the benefit of...

...traditional browser. Typically, access is via an 800 number and spoken commands.

Besides access to **Web** information, typical portals offer voice-commerce transactions, service personalization, location-specific targeted

advertising, secure voiceprint...

...it, and then continue to improve it day-by-day, week-by-week. The best **speech recognition** and **text-to-speech** technology and the fastest response and highest availability will help. But these are just contributors to usability.

TECHNOLOGY

System availability will need to mimic that of the current **telephone** system, i.e., it always works. Service platforms will need to scale with T1, T3...

...to join together with streaming media converters to allow callers to listen to live sports, **Internet** radio stations, or pre-recorded **Internet content**.

All of this technology is available ...end, connected by redundant Ethernet networks to a conventional distributed computer system that hosts the **speech recognizers**, data-bases, and **Internet** access engine.

Customization will be critical to allow repeat users to streamline their use of the system. Access to customization can be over the **telephone**, via WAP, or more easily, through a normal **Web** interface from a large-screen home or office PC.

THE ROLE OF ADVERTISING

As with...

...a delicate balance between pleasant service and revenue generation is critical. An example is free **phone** calls to listed **advertisers**. If the user identifies a restaurant of interest, the **voice portal** will directly connect him/her to the restaurant by placing an outgoing call and bridging...

...take off rapidly? There are several reasons. The speech technologies have gotten better over time. **Internet** adoption has been phenomenal. And mobile **telephone** use has soared.

THE EVOLUTION OF VOICE PORTALS

With widespread **Internet** adoption and the more recent emergence of always-on broadband connections, people are beginning to rely on easy access to **Web** information. Separately, a large segment of the population has become accustomed to keeping in constant contact via mobile **phones**, pagers, and other forms of **wireless** communication. Taken together, these phenomena have prompted the development of WAP. But WAP-enabled handsets are limited by their small screens and relatively narrow bandwidth connections. Third generation (3G) **wireless** promises to improve band-width, but it will take years to become widely deployed.

The...

...combined with speech and other sound is much more compelling than either alone. Studies have **documented** drops in input error rate of as much as 50 percent when using multimodal input...

...portal and WAP technologies will improve service for mobile users. Multimedia is coming to your **phone** -- even if it only has a 9.6 Kbps link and a tiny display.

To...

...indexing the topics for later retrieval. As this level of speech understanding is combined with **speech recognition**, **recognition** performance will continue to improve and dialogs will further simplify. We are a long way...

...but we're not too far away from an entirely new user interface for our **telephone** system.

Brough Turner is senior vice president of technology at Natural MicroSystems, a leading provider...

...For more information, call Natural MicroSystems at 508-620-9300, or visit the company's **Web** site at nmss.com. E-mail to the author (addressed to brough...

...service department at 800-243-6002 (toll free) or 203-852-6800, or visit our **Web** site at comsolmag.com. Contact the associate group publisher, Marc Robins, or the editorial director...

...CONCEPT TERMS: **Internet** ;

15/3,K/39 (Item 1 from file: 647)
DIALOG(R) File 647:CMP Computer Fulltext
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01216587 CMP ACCESSION NUMBER: EET20000605S0047

Keyboard becoming passe interface - Voice recognition targets appliances

Linley Gwennap
ELECTRONIC ENGINEERING TIMES, 2000, n 1116, PG75
PUBLICATION DATE: 000605
JOURNAL CODE: EET LANGUAGE: English
RECORD TYPE: Fulltext
SECTION HEADING: Technology
WORD COUNT: 1477

Keyboard becoming passe interface - Voice recognition targets appliances

... transition to voice is the relentless increase in computing power available even in inexpensive devices. **Voice recognition** no longer requires a high-end PC with gobs of memory and a hard drive...

...ideal candidates for voice interfaces. Even where a keyboard fits physically, such as in a **WebTV**, voice can provide a simpler interface for users who don't want to deal with the complexities associated with PCs for services like **Internet** access.

Current **voice - recognition** systems excel at command and control. In these applications, the device accepts a limited number...

...only a few words to distinguish, recognition can be very accurate, even in noisy environments.

Voice recognition has improved significantly during the past few years, due to a growing research effort as...

...fact, many systems are now speaker independent and require no training



Creation date: 12-21-2004
Indexing Officer: GJOHNSON1 - GLORIA JOHNSON
Team: 2100PrintWorkingFolder
Dossier: 09879446

Legal Date: 12-16-2004

No.	Doccode	Number of pages
1	CTFR	13
2	892	1
3	NPL	19
4	1449	2
5	FWCLM	1

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Remarks:

Order of re-scan issued on